

Speaker Biographies



Joanne Matthews Associate Director of Improvement and Safety, Healthcare Improvement Scotland

Joanne Matthews (RGN BSc) has over 27 years' experience working across Health and Social Care within Scotland and England. As the Associate Director for Improvement and Safety within Healthcare Improvement Scotland, Joanne provides strategic leadership at national level to the redesign and continuous improvement of health and social care systems across the country.

With a passion for improving the quality and safety of care, she leads a range of national quality improvement programmes supporting leaders to create the conditions and culture for improvement including, for the

last 10 years, leading the Scottish Patient Safety Programme (SPSP) and more recently Healthcare Improvement Scotland's work to develop a Quality Management System.

Prior to returning to Scotland in 2013, Joanne had a number of senior clinical, managerial and commissioning roles in the NHS in the Southeast of England. These included the national telephone triage and advice line, NHS Direct Kent, Surrey and Sussex and health and social care strategic commissioning for adult and children's services within Brighton and Hove Primary Care Trust.

Joanne started her career in the NHS as a nurse graduating from Glasgow Caledonian University, is an ILM Executive Coach and a member of The Health Foundation's Q Advisory Board.



Clare Morrison Director of Engagement & Change, Healthcare Improvement Scotland

Clare is a Scottish Quality & Safety Fellow with over 30 years' experience in health care. She has a focus on inclusive engagement, quality improvement and co-designing services with people, including leading the development of Near Me video consulting in Scotland.

She started her career as a pharmacist and was awarded an MBE for services to health care in 2018. Importantly for today, Clare was a Board lead for one of our previous SPSP programmes when she worked for NHS Highland.



Prof. Paul Bowie PhD MSc C.ErgHF MIEHF FRCPEd FRCGP(Hon)

Paul is a Patient Safety Scientist and Chartered Ergonomist and Human Factors specialist. He has over 30 years of experience in a range of quality and safety leadership and advisory roles in healthcare and academia. He gained his doctorate in significant event analysis in primary care from the University of Glasgow in 2004 and has published over 200 articles on healthcare quality and safety in international peer-reviewed journals and co-edited a book on safety and improvement.

Paul is Programme Director (Safety & Improvement) with NHS Education for Scotland and Professor of Human Factors for Health and Social Care at the University of Staffordshire University. He is also Honorary Professor in the Institute of Health and Wellbeing at the University of Glasgow and is an Honorary Fellow of the Royal College of Physicians of Edinburgh and the Royal College of General Practitioners.



Calum McGregor Acute Medicine Consultant and Clinical Director for Quality, NHS Forth Valley

SPSP Fellow, Former National Clinical Lead for Acute Care with Healthcare Improvement Scotland

Interested in quality improvement, simulation and education



Julie Mardon Clinical Director Scottish Centre Simulation and Clinical Human Factors, NHS Forth Valley

Julie is an ED consultant by clinical background and has led the Scottish Centre for Simulation and Clinical factors for the last 7 years and for frailty at the front door for 15 years. The last 3 years she has also been clinical director for integration frailty and has been using Simulation as a transformational tool to enable whole system working. Some of the areas the team have been exploring are deteriorating patient, using sim to plan for end-of-life care and respect simulation in acute community and care homes.

We have recently used a system based human factors tool to help explore reasons for cardiac arrest calls in patients with a DNACPR order in place and we look forward to sharing how this system based approach helped guide change ideas for our team.



Kev House

In 2006, as an out of control, obese, heavy drinking Type 1 Diabetic, doctors gave Kev the ultimatum - to change or face the consequences. It was time to stop hiding, take personal responsibility and face the challenge head on.

Kev had tried to change loads of times but had consistently failed. Reluctantly, after a recommendation from a friend, Kev started reading some of that '*airy fairy positivity stuff*' and was shocked at the results when he put the ideas into practice!

Some thought Kev (and that included Kev!) had lost his marbles when he announced that he was going to run in the New York City Marathon in Nov 2007. He completed what was a truly life-changing experience.

Kev's never looked back. The benefits are incredible: more energy, improved mood and excellent diabetic control, flourishing professionally, and most importantly for Kev, he can now get into Topman skinny jeans!

Kev is inspiring children and adults through keynote speaking, workshops and one to one's to take control and manage their own minds, develop self-awareness, grit and most importantly, *self-love!*

Kev's history is a case study in positivity, goal-setting and personal responsibility.