

How can regulation research contribute to safer care for all? 14 November 2023

Conference | Coin Street Neighbourhood Centre,
108 Stamford Street, London SE1 9NH



Speaker biographies

○ Basit Abdul

Basit Abdul is a Healthcare Scientist specialised in Clinical Engineering. He has two part-time roles, one in NHS England as Clinical Programme Lead, and the other at the Academy for Healthcare Science as EDI Clinical Fellow. The EDI programme aims to work across a wide range of system partners to inform the development of a national strategy and EDI toolkit that can be embedded at all levels to help support, guide and create a truly inclusive workforce across Healthcare Science.

Basit holds two MSc's in Medical Electronics and in Healthcare Leadership. His first degree is Electronics Engineering. He has won several awards for his engineering, innovation, and project management skills.

○ Amani Al-Oraibi

Amani Al-Oraibi is a Research Associate at the University of Nottingham and a PhD Candidate at the University of Leicester, with a background in Pharmacy and Public Health. Amani's research is focused on the longer-term impacts of COVID-19 on healthcare workers and the healthcare workforce in the UK. Her research focuses on migration and health, with a specific interest in long COVID, social determinants of health, and broader health disparities.

○ Penny Bance

Penny Bance joined the General Chiropractic Council in February 2013 as Director of Education, Registration and Standards. Penny has over 25 years of experience in the field of standards, qualifications and apprenticeships, working for several trade associations and membership organisations in fields such as printing, film and television, lifelong learning and financial services. She is passionate about engaging with current and future registrants, ensuring they continue to learn and develop as professionals. She has been a college governor for several years and lives in southeast London with her husband and daughter.

○ Dr Christopher Begeny

Dr Christopher Begeny is an Assistant Professor/Lecturer in Social and Organisational Psychology at the University of Exeter, and a Research Affiliate at the Global Institute for

Women's Leadership, Australian National University. He has a Ph.D. in Psychology from the University of California, Los Angeles.

Chris examines several topics related to diversity, group dynamics, and social justice. He regularly works in partnership with non-academic organisations, both as a collaborator and consultant.

His research specialisms include workplace diversity, equity and inclusion (including how individuals react to growing diversity), fair treatment and respect, status and social hierarchies, bias and discrimination, marginalised group dynamics (by gender, race, ethnicity, etc.), collective action, stress and mental health.

○ Steven Bettles

Steven Bettles is Head of Policy and Education at the General Osteopathic Council. He maintains his registration as an osteopath (non-practising) and has a background both in clinical practice and osteopathic education. Key areas of focus include supporting the implementation of the Osteopathic Practice Standards, and the quality assurance of pre-registration osteopathic education.

○ Dr Jonathan Bright

Dr Jonathan Bright is a Fellow at the Turing Institute, where he leads teams researching the use of AI for Public Services and understanding Online Safety. Before joining the Turing, he was an Associate Professor at the Oxford Internet Institute. He is a widely published author in the area of government digitalisation, artificial intelligence and online harms and safety.

○ Dr Javier Caballero

Dr Javier Caballero is a researcher interested in finding ways to make the wisest decisions – at the levels of individual people, artificial systems, communities, and organisations. He is particularly interested in establishing and delivering effective strategic interventions to solve wide problems in the health system, like those around equality, diversity, and inclusion.

○ Gilly Chapell

Gilly Chapell is a seasoned neuroscience expert with over 15 years' experience in the field. She operates a trauma-informed clinic and plays an instrumental educational role with student counsellors, advocating for accountability and transparency in therapeutic practices. Her extensive background in neuroscience informs her approach and enhances the educational material she provides. Gilly is deeply committed to elevating the standards of the therapeutic industry to ensure safer care for all. Having dedicated the last two years to this mission, she is here to share her significant findings and contribute to the ongoing conversation about the future of therapy.

○Kerrin Clapton

Kerrin Clapton undertook a PhD at the University of Edinburgh exploring the transfer of a criminal justice programme – drug courts – from the USA to Scotland. Prior to working for the General Medical Council, he has worked for the Scottish Government as well as the previous regulator of social workers in England, the General Social Care Council, in a policy role.

○Colum Conway

Colum Conway is the Chief Executive of Social Work England. He is a registered social worker and previously led the Northern Ireland Social Care Council. He spent six years as Chief Executive of a not-for-profit organisation providing care services across Ireland. Colum has worked in statutory family and childcare services, early years policy, funding and service provision, and family systems support services.

○Rebecca Cooper

Rebecca Cooper is the Associate Director for policy and research at the General Dental Council, leading a wide-ranging policy and research programme. She is an experienced policy professional, having worked in both central and local government and the NHS before taking on her role at the GDC.

○Dr Becky Cox

Dr Becky Cox is a GP specialist working in gynaecology and an academic GP with an interest in violence against women. As a survivor of domestic abuse, as well as sexual harassment and assault at work, she advocates and campaigns to end the culture of misogyny in healthcare. From lecturing at Oxford University to medical students on domestic abuse, writing and publishing scientific papers, national and international speaking, and charitable work, she has worked to bring a focus to violence against women in the healthcare sector. From sharing her own experience of sexual violence and abuse, she recognises the power of survivor stories in bringing forth change.

○Dr Gareth Davies

Dr Gareth Davies is a medical statistician with over 25 years of experience analysing public health, healthcare, and clinical research data. Since joining the Health and Care Professions Council in late 2021, his mission has been to bring epidemiological thinking to the analysis of regulatory data. The work being presented here uses techniques more commonly associated with treatment outcomes, but which are equally applicable to time to deregistration.

○Professor Gabrielle Finn

Gabrielle Finn is the Associate Vice President for Teaching and Professor of Medical Education at the University of Manchester. Her research interests include professionalism,

Fitness to Practise, and regulation across health professions. She has authored over 150 research papers and a number of books, covering a range of topics, including gender discrimination, EDI, and assessment.

○ **Alastair Galbraith**

Alastair Galbraith (BA (hons), MSc, CMRS) has worked as a research professional for a number of years and has extensive experience in a variety of settings spanning academia, the public sector, the private sector and third sector. Working towards an improved understanding of social justice inequities is amongst his research interests and, in his current role with the Parliamentary and Health Service Ombudsman, he's had the opportunity to explore this in depth.

○ **Claire Garcia**

Claire Garcia is currently head of regulatory policy and public inquiries for the GMC and brings expertise in professional standards and fitness to practise. She also has experience of community development and patient liaison work with refugees and asylum seekers, young offenders, people who need additional communication support, older people, and people with learning disabilities.

○ **Nina Gavin**

Nina Gavin specialises in behavioural insights, qualitative research, and human-centred design. Nina has led several UK-wide research programmes for health regulators on topics such as engagement in the fitness to practise process, re-directing public concerns, and proposed changes to guidance. She leads the Insight Team at ICE Creates (www.icecreates.com), a national behaviour change agency.

○ **Associate Professor Gemma Hughes**

Gemma Hughes joined the University of Leicester School of Business in 2023. She previously held research posts at the University of Oxford, where she was also a Research Fellow at Reuben College, and the University of Oslo. Her current role involves teaching and research on Healthcare Innovation, Policy and Management.

Gemma's professional background is in the public sector in the UK, having started her career working in the areas of homelessness and mental health in the voluntary sector before pursuing a career in the NHS, where she held senior service improvement and commissioning roles.

Her doctoral research, completed in 2019, was inspired by her NHS work on integration and was an ethnographic case study of integrated health and social care for people at high risk of hospital admission. Since then, Gemma has conducted research into the adoption of technology and the practice of decision-making in health and care settings. Gemma is a social scientist who uses qualitative methods and has a strong commitment to public engagement in research.

○ Professor Ruthanne Huising

Ruthanne Huising is Professor of Management and Organisations, and Director of the WorkTechOrg Research Center at Emlyon Business School. Her research examines the organisational processes and expertise that shape how compliance with regulations, standards, and other ethical and social expectations is understood and practiced within and across organisations. Ruthanne is a Deputy Editor at Organisation Science and founder of the Ethnography Atelier. She received her Ph.D. from the Sloan School of Management at M.I.T. Prior to joining Emlyon, she was an Associate Professor and William Dawson Scholar at McGill University.

○ Dulcie Irving

Dulcie Irving is a Research Assistant with the Risk & Safety research group at the University of Oxford, led by Professor Charles Vincent. She completed her Experimental Psychology (conversion) MSc degree at University of Bristol in 2019 and an Applied Clinical Psychology MSc at University of Bath in 2020. Dulcie is currently working on an evaluation study exploring how healthcare professionals in intensive care units and operating theatres adapt and respond to everyday risk. She is also assisting on a project in collaboration with Oxfordshire County Council to evaluate a new family safeguarding model, which has introduced measures with the aim of reducing the need for children at risk to be placed in care.

○ Professor Marie-Andrée Jacob

Marie-Andrée Jacob is a professor of law at the University of Leeds. Marie's work focuses on relationships between knowledge claims from medicine, law, and the state. She has written on consent, kinship, healthcare law, research ethics and integrity, medical regulation, and on how activities sit on the border between legality and illegality. Her ethnography of an organ transplantation bureau, *Matching Organs with Donors*, was published by the University of Pennsylvania Press in 2012. She has acted as general editor for *The Sociological Review* (2017-22) and has co-edited with Anna Kirkland the international *Research Handbook on Socio-Legal Studies of Medicine and Health* (2020), the first resource of its kind bringing together scholars working on law, society and medicine from different jurisdictions and career stages.

○ Professor Ian Kessler

After over 20 years at Oxford University, Ian Kessler joined King's College London in 2013. In 2014 he acted as special adviser to the House of Commons Local Government and Communities Select Committee inquiry of senior management pay. In 2018 he was a member of the Health Education England (HEE) scrutiny committee on the nursing associate role. Since 2019 he has been Deputy Director of the NIHR Health and Social Care Workforce Research Unit within the Policy Institute at King's. He has advised the Royal College of Nursing, the Royal College of Midwives, the Police Federation, the (former) Audit Commission, and the National Audit Office. His field of study and research is industrial relations with an interest in: employee voice, worker pay and reward, training and development in the British public services. He has co-authored books on healthcare support roles and on employment relations in the public sector under the New Labour governments,

1997-2010. His most recent research centres on new work roles and work organisation in health and social care.

○Jonathan Key

Jonathan Key has been a Senior Research Analyst at the General Dental Council for over four years. He leads on inferential statistics and analysis of quantitative research data and in-house business data (Registration and FTP). His areas of interest include Equality, Diversity and Inclusion characteristic representation in FTP, changing trends in the dental professional register, and improvements in GDC data capture. He has over 15 years' experience analysing and reporting on large primary research datasets and internal business data for different government departments and professional membership organisations.

○Dr Amrita Limbu

Dr Amrita Limbu is a Research Fellow with the Making it to the Registers project based at the School of Law, University of Leeds. In this role, Amrita is involved in archival research and ethnographic research, exploring the lived dimensions of the regulation of global migrant healthcare workers in the UK. Amrita's research interests include migration, labour, transnational families, and emotions. Her PhD research investigated the emotional and affective experiences of migration and transnational family life across two migration pathways of education migration to Australia and labour migration to Qatar from Nepal.

○Katya Masnyk

Katya Masnyk is currently the Senior Consultant, Evidence and Research at the Ontario College of Pharmacists in Canada. Originally from the Baltimore-Washington area of the United States, Katya completed her undergraduate and graduate degrees at the Johns Hopkins University with a Bachelor's in Psychology, and a Master's in public health. Katya came to Toronto in 1991 to pursue a doctoral degree in Health Policy at the University of Toronto and shortly thereafter began her life in health professional regulation. Katya has worked in professional regulation for more than 25 years – starting in the Policy Department of the College of Physicians and Surgeons of Ontario, and more recently leading the Canadian Alliance of Physiotherapy Regulators until 2021. As an independent consultant, Katya has worked with nursing regulators, dental hygienists, engineering regulators and the Association of Technicians and Technologists. She has also held leadership positions at the Canadian Network of Agencies for Regulation (2011-2019), where she served as the Board Chair, and co-designed and led the regulatory master classes for five years. Katya's love of performance measurement and quality improvement initiatives came from five years at the Ontario Health Quality Council and the Cancer Quality Council.

Katya is currently completing her field work on communications competence of physiotherapists as the focus of her doctoral research at Queens University. She plans to complete a critical appraisal of how health profession competency profiles are developed in a way that meets patient needs.

○ Professor Gerry McGivern

Gerry McGivern is Professor in Public Services Management & Organisation at King's Business School. His research focuses on understanding how professional knowledge, practices, identities, and leadership are affected by regulation, management and organisation, primarily in health care systems in the UK and East Africa. Gerry has published research in leading management and social science journals and two books with Oxford University Press. Gerry has been Principal or Co-Investigator on research projects worth over £1 million, including those funded by the Medical Research Council Health Systems Initiative, Economic and Social Research Council, General Medical Council, National Institute for Health Research, Wellcome Trust, and General Osteopathic Council.

○ Laura Mingins

Laura Mingins is Assistant Director of Policy, Strategy and Public Affairs at the Parliamentary and Health Service Ombudsman (PHSO). Her team derives insight from casework to inform improvements in public services. Prior to joining PHSO, she was Deputy Director of Communications and Head of Stakeholder Engagement at the Equality and Human Rights Commission. Laura lives in West Yorkshire and outside of work is a keen runner and a British Sign Language learner.

○ Katie Newbould

Katie Newbould is the interim Head of Policy at Social Work England, with 15 years' experience of working in a policy environment. Before joining the regulator during its set up phase in 2019, Katie worked in corporate policy for South Yorkshire Police. Her areas of interest include co-production, consultations, continuing professional development, and equality, diversity and inclusion.

○ Professor Carrie Newlands

Carrie Newlands has been a Consultant Oral and Maxillofacial Surgeon since 2003 and has co-authored multiple national skin cancer guidelines. She is the immediate past-Chair of the OMFS FRCS Examination Board and is an elected member of the British Association of Oral and Maxillofacial Surgeons Council. In 2022, Carrie co-founded the Working Party on Sexual Misconduct in Surgery (www.wpsms.org.uk). WPSMS has gathered data on SMS and engaged with stakeholders to develop a series of recommendations to make healthcare safer for workers, and safer for patients.

○ Sophia O'Neill

Sophia O'Neill is a Play Therapist, Supervisor, Lecturer and Researcher with 20 years of experience working with children, young people and families. Her training, practice, and teaching display commitment to an evidence-based approach in providing early, expert and effective mental health care for children.

○Dr Bethan Page

Dr Bethan Page joined the Cicely Saunders Institute, King's College London in September 2023. She is a Lecturer in children's health and palliative care research. Dr Page completed her DPhil/PhD at the University of Oxford where she explored how to improve training and support for families who care for children with complex medical needs at home. She has a background in Psychology, with a BA in Experimental Psychology from the University of Cambridge and an MSc in Clinical Psychology from the University of Leiden. She worked as Postdoctoral Research Fellow for a Policy Research Unit, conducting research on Integrated Care Systems (ICSs) and on how health services adapt under pressure. She has worked on a range of research projects on how to improve the safety and quality of care for patients in the NHS. Bethan has received grant funding from the ESRC and the Health Foundation.

○Paul Peros

Paul Peros has been Policy Manager at Social Work England since 2019. He is the regulator's policy lead on mental health and mental capacity and is leading the design of a regulatory framework around specialist qualifications. His background in regulation has taken in working on the design of revalidation and developing ethical guidance for the General Medical Council, and on streamlining and strengthening the regulation of social work education at the General Social Care Council.

○Dr Francesca Ribenfors

Dr Francesca Ribenfors is a researcher in the Faculty of Health and Education at Manchester Metropolitan University. She is experienced in a range of qualitative methods, including ethnography, and has a strong interest in research ethics, feminist epistemologies and critical disability studies. Much of her research focuses on how health and social care processes affect those who access them.

○Helen Ross

Helen has spent all of her 25-year working life in the health system from the Department of Health and Social Care, to primary care commissioning, to NHS England supporting our NHS workforce. She is now at the AHCS supporting the healthcare science workforce and registrants they serve – looking to the future to ensure their registrants have to right tools to support the wider health system now and in the future.

○Phil Roughsedge

Phil Roughsedge is a Research and Evidence Manager at the Nursing and Midwifery Council. He strives to apply research methodologies creatively to achieve more meaningful insights. Regardless of the setting (from the detail of regulation through to the drivers of grassroots sport), he relishes the chance to rethink research.

○ Professor Sara Ryan

Sara Ryan is a Professor of Social Care at Manchester Metropolitan University. Her research focuses on regulatory and coronial processes and marginalised groups.

○ Dr Gemma Ryan-Blackwell

Gemma Ryan-Blackwell has a diverse background as a qualified teacher with Qualified Teaching and Learning Status with Society for Education (fellow) and is also a registered adult nurse and nurse teacher with Senior Fellowship of Higher Education Academy (now Advance HE). She is currently Programme Leader for the Foundation Degree in Nursing Associate Practice (apprenticeship and non-apprenticeship) and Senior Lecturer in nursing.

Her experience includes secondary, further and higher education (maths, biology, health & social care), research management, private and NHS healthcare (community and acute setting). She holds a Doctor of Nursing, MSc Professional Education and PGCertHE obtained from DeMontfort University; BSc (Hons) Health & Social Care and PGCertAdvancing Healthcare Practice from the Open University. Gemma has extensive experience in online and distance education at a range of academic levels. Her professional doctoral study examined the concept of professionalism and social media.

○ Ashleigh Searle

Ashleigh Searle has both lived and learned experience of children's social care and currently works within children's commissioning and service improvement. Ashleigh speaks at conferences and training events providing unique insight into issues effecting children's services with a focus on embedding the lived experience of our young people in service improvement, design, and delivery.

○ Professor Rosalind Searle

Rosalind Searle holds the chair in Human Resource Management and Organisational Psychology at the University of Glasgow's Adam Smith Business School, in Scotland. Prof. Searle is also founder director of the European Association of Work and Organisational Psychology's Impact Incubator, leading the translation of scientific research in work and organisational psychology for policymakers and practitioners. She has a PhD from Aston University. She is a Chartered Occupational Psychologist, a Fellow of the British Psychological Society (BPS), the Royal Society of Arts, and the International Association of Applied Psychology (IAAP) and an academic fellow of the Chartered Institute of Personal and Development (CIPD). Prof Searle has extensive research into health professionals' misconduct with studies funded by Professional Standards Authority, and the National Institute for Health Research. Her research has appeared in leading international journals (e.g. Human Resource Management, Journal of Organisational Behavior, International Journal of HRM, Organisation Studies, and Long Range Planning).

○ Amy Soar

Amy Soar has been the Head of Policy at Social Work England since 2018 and joined the organisation a year ahead of its launch. She oversaw the development of new professional standards for social workers, a new system of online CPD recording, and the development of the organisation's research function. Prior to joining the regulator, she led policy teams in the Department for Environment, Food, and Rural Affairs, and the Foreign, Commonwealth, and Development Office.

○ Dr Annie Sorbie

Dr Annie Sorbie is a Senior Lecturer in Health, Medical Law and Ethics at Edinburgh Law School, with a research and teaching portfolio. She is a medical lawyer (currently non-practising) with over 14 years' experience in legal practice in the health, social care and regulatory sector (September 2001 – December 2015, Partner from 2009). She has extensive experience providing strategic advice on matters of health regulatory practice and policy.

Dr Sorbie's research interrogates two key and related areas, namely health research regulation, with a focus on the role of the public interest, and the regulation of individual health and social care professionals. She has been called upon to provide independent expert advice to a range of public and third sector bodies in each of these areas. Dr Sorbie is a Deputy Director of the Mason Institute for Medicine, Life Sciences and the Law, and co-leads its policy portfolio. She is also currently the Director of KEI within the Law School, and the head of the Health, Medical Law and Ethics Subject Area. Since June 2018, she has been appointed to the Lay Advisory Group of the Royal College of Surgeons of Edinburgh and also serves on the College's Patient Safety Committee.

○ Julie Stone

An academic healthcare lawyer and ethicist by background, Julie Stone has directly influenced healthcare regulatory strategy, policy development and professional practice for over thirty years – advising regulators, professional associations, and Government. She has a specialist interest in psychotherapeutic ethics, law, and regulation, and has been highly influential in the regulation of complementary medicine. With a broad portfolio of non-Executive roles, Julie is a Trustee of the UK's Institute of Medical Ethics, and Independent Ethics Lead for UKCP. She has published widely on ethics and therapeutic relationships, and is known nationally for her work on professional boundaries.

○ Professor Louise Wallace

Louise Wallace is a Registered Practicing Psychologist Health and Care Professions Council (PYL29182) and Chartered Psychologist and Fellow (British Psychological Society, (no 011030). She joined the Open University as Professor of Psychology & Health (part time) in April 2016.

Louise has undertaken research concerned with improving health and health services since undertaking her PhD as a clinical psychologist on the psychological preparation of women for laparoscopic surgery for infertility and sterilisation in the late 1970s. She practiced as

clinical psychologist in the West Midlands, mainly in acute general hospitals and community disability and primary care services. Louise transferred into General Management under a senior leadership scheme at the Kings Fund and undertook management posts in South and East Birmingham.

Louise was appointed CEO of The Horton General Hospital and completed this role in 1998. As a result of undertaking the OU MBA to support her work as a CEO, she became an OU tutor on the Creative Management course for three years.

○Peter Walsh

Peter Walsh has been advising and participating in the Witness to Harm project, providing a lay, patient/public perspective. He was CEO of Action against Medical Accidents (AvMA) for 20 years before retiring at the end of 2022. AvMA advises and supports people who are considering and/or raising concerns about health or social care professionals. He has contributed to numerous reviews and consultations regarding health professional regulation. Peter currently provides independent training and consultancy, is associate editor of the Journal of Patient Safety and Risk Management, and is a WHO Patients for Patient Safety champion.

○Professor Kieran Walshe

Kieran Walshe is Professor of Health Policy and Management at the University of Manchester, director of Health and Care Research Wales, a no-executive Director of the Christie NHS Foundation Trust, and Chair of trustees at Health Services Research UK. His research centres on quality and safety in healthcare, with a focus on the regulation of health professions and organisations and the health and care workforce.

○Richard West

Richard West has personal experience in providing information to a regulatory body regarding raising concerns, which resulted in a Fitness to Practice hearing, and also a failed investigation that resulted in a Judicial Review.

○Emma Westcott

Emma has worked in regulation for over 20 years, in education and in health. Before that, she held national policy/research roles in HE and local government. She has also served as a lay Fitness to Practise panellist. At the NMC she has led on the regulation of nursing associates, the modernisation of midwifery regulation, and a number of strategies and strategic reviews.

○Jo Wren

Jo Wren worked at the GMC for over 20 years in a number of different roles. Jo is currently the Head of Outreach for London where she leads a team that works across the region to

improve understanding of our guidance. They explain how our processes work and promote our standards. They also collaborate with the health service to understand the issues faced at local level and ensure they are supporting where possible. Jo also leads on a range of equality and fairness work across the UK, with a focus on reducing the disproportionate referrals of doctors who are Black, ethnic minority and/or international medical graduates into the investigation process.