

Learning from Experiences: humanising care by listening to patients and staff

Speakers' biographies

Chair



Jocelyn Cornwell

Jocelyn is the founder of The Point of Care Foundation, an independent London-based charity. She was its Chief Executive from 2013 until 2019. She was previously a trustee of Picker Europe. Currently, she chairs Action Against Medical Accidents (AvMA) and is a governor of the Tavistock and Portman NHS Trust.

The Point of Care Foundation creates and shares evidence on staff and patient experience; promotes practical methods to support front line staff in their work with patients and improve the quality of care in collaboration with patients and families; and innovates and nurtures new thinking.

Jocelyn originally trained as a medical sociologist. In the course of a long career in and around the NHS, she has worked in research and teaching; NHS management and in regulation and inspection.

Keynote speakers



Angela Coulter - Chair of the Board of Trustees - Picker

Angela is a UK-based health policy analyst and researcher, with special interests in patient and public involvement. A social scientist by training, she has higher degrees in health services research from the University of London and the University of Oxford.

Now freelance, she chairs Picker Institute Europe's board of trustees and is an associate fellow of Green Templeton

College, University of Oxford. Her previous roles included chief executive of Picker Institute Europe, director of policy and development at the King's Fund, director of the Health Services Research Unit at the University of Oxford, director of global initiatives at the Informed Medical Decisions Foundation and honorary professor at the University of Southern Denmark.

She has published more than 350 research papers, articles and reports and several books, including *The Autonomous Patient*, *The European Patient of the Future*, *The Global Challenge of Healthcare Rationing*, *Hospital Referrals*, *Engaging Patients in Healthcare* and *Understanding and Using Health Experiences*. She was the founding editor of *Health Expectations*, an international peer-reviewed journal on patient and public involvement in health care and health policy.



Tessa Richards

Dr Tessa Richards, is a BMJ Associate Editor and longstanding patient advocate. She pioneered and led [The BMJs Patient and Public Partnership Strategy](#) from 2014-2021 and continues to support it as a member of its International Patient Advisory Panel.

A passionate advocate for patient empowerment, shared decision making and co -design of health policy, practice, and research, she writes and speaks regularly on these topics Tessa worked as a general physician, rheumatologist and a general practitioner before joining The BMJ where her editorial responsibilities included overseeing the journal's General Practice, Education, and Analysis sections. She lives with metastatic adrenal cancer, ischaemic heart disease, and pernicious anaemia and is an experienced carer for close family members with multiple chronic conditions.



Liz O'Riordan (video provocation)

Liz O'Riordan is an author, speaker and patient advocate. In 2015 (aged 40) she was diagnosed with Stage 3 breast cancer whilst working as a Consultant Breast Surgeon. A locoregional recurrence in 2018 forced her to retire as a surgeon. Her first book, 'The Complete Guide to Breast Cancer: How to Feel Empowered and Take Control', was her way of helping women when she could no longer treat them. In 2023 she had a second local recurrence, and her best-selling memoir, 'Under

The Knife', shares her experiences of life as a female surgeon before becoming a patient herself. She talks globally to help improve cancer patient care. She's about to launch her new podcast, 'So Now I've Got Breast Cancer' where she will continue to help women by answering all their questions. She's been named as one of the top 5 global oncology influencers on Twitter and one of the top 100 Female Key Opinion Leaders in Oncology to follow on social media.

Open space sessions



George Fielding – Social care activist and service user
In 2017, George Fielding became the youngest person ever to set-up a CQC-registered social care provider, specialising in the care of young people with physical and learning disabilities, having had the pleasure of indirectly supporting approximately 750 individuals across England since then.

However, he now dedicates his life and career to demonstrating care through community development, playing a leading role in convening and developing three UK-wide youth-led social movements: The Iwill Movement, The Hope Collective and The Vision for Volunteering.

In 2014, aged 19, he was awarded the British Empire Medal for services to young people with disabilities and their families.



Hesham Abdalla – Paediatrician and quality improver
Hesham is a consultant paediatrician and director of medical education and quality improvement. He has over 10 years' experience of service improvement seen through the twin lenses of patient and staff experience and has led teams to Patient Experience National Network and HSJ awards.

He teaches extensively on leadership and QI and was a senior lecturer at Birmingham and subsequently Keele University, teaching on the NHS Leadership Academy Elizabeth Garrett Anderson programme for senior leaders.

He was also a trustee of Doctors Worldwide, a charity delivering quality medical care and relief in over 22 countries across the globe. Hesham co-founded Hexitime, the first timebanking platform for improvement of Health and Care, which has been nominated for regional and national awards.



Charlie Jones – Consultant psychologist

Charlie Jones leads a clinical psychology team in Southmead Hospital in Bristol. He has a passion for systemic and relational approaches to working in the NHS, and how we can create sustainable conditions for safe, honest conversations with both colleagues and patients. He's worked in the NHS since 2004.

Charlie is a dad with 8 year old twins.



Sarah Atkins

Sarah Atkins is an applied linguist who conducts research in a range of professional settings, including healthcare, business and forensic/legal contexts. She completed her PhD at the University of Nottingham where she worked on projects researching the assessment of spoken communication for postgraduate doctors.

She has also worked for and remains a Visiting Research Fellow at the Centre for Sustainable Working Life, Birkbeck, University of London, researching spoken interaction in Schwartz Center Rounds®, which are supportive forums for healthcare staff to discuss the emotional and ethical complexities of their jobs.

Now Sarah is a member of the Aston Institute for Forensic Linguistics. She is interested in the ways in which linguistic methods and theories can be applied to real-world problems across various settings.



Laura Golding – Programme Lead – Schwartz Rounds in Higher Education, Point of Care Foundation

Laura is the Programme Lead – Schwartz Rounds in Higher Education for the Point of Care Foundation. Prior to this, she was the Doctorate in Clinical Psychology Programme Director at the University of Liverpool.

Having been a qualified clinical psychologist for over 30 years, much of Laura's career has been spent working in the NHS in the North West of England in community services for adults with intellectual disabilities, as well as working in universities, training clinical psychologists. Laura has worked extensively with service users and carers particularly in co-production in teaching, research and recruitment. Laura is an experienced Schwartz Round facilitator. She has led the

interprofessional Schwartz Rounds for healthcare students at the University of Liverpool since 2016 and also led the University of Liverpool's Schwartz North project.



Sarah Massie – Head of Staff Experience, Point of Care Foundation

Sarah joined the Point of Care Foundation in January 2023. Sarah started her career in Hospital Pharmacy and her professional journey progressed from operations management to working at a strategic leadership level and leadership consultancy with The King's Fund.

Lately, her work has focussed on people and organisational development, staff engagement and the creation of psychologically safe teams, culture through compassionate leadership and quality improvement. Throughout her career, Sarah has been committed to creating the best experience for patients and staff and sees her role with the Foundation as a real opportunity to make a greater impact in this space.

In addition to this, Sarah is a qualified coach and coach supervisor and Action Learning set facilitator. Sarah holds the role of Trustee in a mental health charity – Arts and Minds – that supports the social prescribing of art and creativity in mental wellbeing.

Knowledge space sessions



James Munro – Chief Executive, Care Opinion

James has been chief executive of Care Opinion since 2014. His background is clinical medicine, public health and health services research, and he has spent most of his time over the past 10 years overseeing the development of Care Opinion's online feedback platform.

As CEO, James focuses on sharing Care Opinion's mission with people in health and social care, and with health professionals in training, emphasising the importance of generosity, curiosity and reciprocity in their work.



Hanan L'Estrange-Snowden – Head of Hospital Patient Experience and Engagement at Barts Health NHS Trust

In this role, Hanan leads the development and implementation of the patient experience agenda across the hospital, with a focus on ensuring that the strategy and services are co-designed in collaboration with patients and partners.



Chris Graham – Picker Group CEO

Chris has been Picker's CEO since 2017, leading the organisation as well as contributing to its research and practice.

Prior to becoming CEO, Chris led Picker's research division from 2011 to 2016. In this post, he was responsible for overseeing the development and coordination of large-scale research and evaluation projects, including the NHS Patient and Staff Survey Coordination Centres, run on behalf of the Care Quality Commission (CQC) and NHS England, respectively.

He has also worked at the CQC and its predecessor, the Healthcare Commission, as well as undertaking other roles at Picker from 2004 to 2007.

Chris has interests in person centred care and in research on staff, patient, and user experiences of health and care. He has undertaken research and written widely on these subjects. Chris read Experimental Psychology at Pembroke College, University of Oxford.



Clare Lerway, and AJ Poots – Senior Insight Associates, Picker

Clare and AJ are Senior Insight Associates at Picker, where they are responsible for leading and delivering the charity's Insight Work within the National Programmes. Clare has extensive experience specialises in helping healthcare providers clients achieve practical and sustainable quality improvement by giving expert consultation, coaching, and mentoring on the use of survey data to patient experience leads, as well as workshops and presentations to wider healthcare staff.

AJ has a research and data science background (at Picker and within academia), and has been responsible for designing, conducting, analysing, interpreting, and disseminating mixed-methods studies. AJ brings expertise in coaching to build capacity and expertise in research, quality improvement, and analytical methods.

Schwartz Round



Rebecca Myers – Introducing the Round

Dr Rebecca Myers is a Visiting Associate Professor at London Southbank University and core faculty for clinical leadership programmes.

She mentors and trains organisations, on behalf of the Point of Care Foundation, in different sectors across the UK to set up Schwartz Rounds – a monthly multi-disciplinary forum for staff to talk about the emotional and ethical impact of their work. She is a Trustee of a charity that runs a community hospital and community supermarket in Norfolk and a Trustee of the Queens Nursing Institute.

She has written several publications and is the Co-author of: 'Courage in Healthcare; A Necessary Virtue or a Warning Sign' (2019).



Jenny Watmore-Eve – Facilitating the Round

Jenny has a professional background is social work latterly working in palliative care in hospices, managing teams, offering clinical supervision to multi professions and as a practitioner offering practical and therapeutic support, recognising the importance of “walking alongside” families affected by serious illness and death, and being open to initiating “courageous conversations.”

Jenny became interested in the importance of storytelling many years ago working in residential care for older people and hearing their vast tapestry of stories, and recognising how powerful listening and validating these was.

She has always been passionate about staff care and have worked with the POCF for many years both facilitating Schwartz rounds in hospices and hospital trusts and as a mentor for Schwartz round sites and as a trainer for Schwartz Rounds facilitators. She ardently believes that Schwartz Rounds can change an organisation’s culture and contribute meaningfully to improved patient care.



Anne Cullen – Facilitating the Round

Dr Anne Cullen is a registered social worker with experience of practice, management, leadership and research in local authority children’s services, CAMHS, adult mental health, palliative care and workforce development.

She is research lead for the Association of Palliative Care Social Workers and is currently involved in a project to promote and develop trauma informed palliative care. She

is a Schwartz Round facilitator, mentor and trainer for the Point of Care Foundation, supporting organisations in the NHS, hospices, local authorities, care homes and universities to introduce and continue to develop their Schwartz Rounds.

Schwartz Round storytellers



Adam Sewell-Jones – Chief Executive, East and North Hertfordshire NHS Trust

Adam has worked in the NHS since 1992 and is passionate about continuously improving services for patients. Having joined as a trainee accountant, he qualified as a Chartered Management Accountant and held a number of finance and

operational management roles in trusts in London and Essex.

At Basildon and Thurrock University Hospitals NHS Foundation Trust he held the positions of Director of Finance and Continuous Improvement, Chief Operating Officer and Deputy Chief Executive.

He then went on to hold national leadership roles as Director of Provider Sustainability, Director of Improvement and Regional Director for the South West of England. In these roles he led a number of national programmes including the Virginia Mason NHS partnership, the Vital Signs programme, the Culture and Leadership programme and the Aspiring CEO programme, as well as national policies for improvement and leadership development.

Prior to joining the Trust, Adam was the Chief Executive of Newham Hospital in East London. He also remains a faculty member of the Good Governance Institute.



Farida Malik – Consultant in Palliative Medicine

Farida qualified from Guys and St Thomas' Medical School in London in 1996 and trained in Palliative Medicine, becoming a Consultant in 2010 on the South Coast of England.

Working clinically between both a busy NHS trust and a community hospice has given Farida valuable insight into the patient journey of care. A BSc in Psychology and a PhD from King's College London in 2010 enabled her to deepen her understanding of the patient and carer experience with her research focusing on the experiences of carers of palliative patients living with breathlessness.

Farida is passionate about improving both patient experience and staff wellbeing. She is the clinical lead for Schwartz Rounds at East Sussex Healthcare NHS Trust, and mentors other NHS and Health Education Institute Sites developing these Rounds. She trains new Schwartz facilitators for the Point of Care Foundation. Farida has also trained as a Resolution facilitator, supporting staff mediation.



John Powderly – Patient and Carer

John is a freelance Group Facilitator and Associate with the Point of Care Foundation Patient Experience Programme.

With an insatiable curiosity in the interface between mind, body and spirit, John has a deep interest in the human experience and a passion for contemplative conversations.

He has led strategic reviews, resolved differences and conducted research with leadership teams in Europe and America. His first ever project explored the future of healthcare with Boots the Chemist.

Whether working with global managers, cancer patients, military officers, prison inmates, or charity leaders, his focus has always been to enable deeper reflections that set the scene for better ways of doing things.

Lived experiences with dementia, cancer, physical disabilities, schizophrenia and functional neurological disorder have led him to believe that true healing is much more than curing the body.

Point of Care Foundation and Picker facilitators

[Bev Fitzsimons](#) - Chief Executive, The Point of Care Foundation

[Katie Champion](#) - Patient Experience Programmes Lead, The Point of Care Foundation

[Sarah Massie](#) - Head of Staff Experience Programmes, The Point of Care Foundation

[Naomi Stockley](#) - Patient Experience Programmes Manager, The Point of Care Foundation