



Q Collaboration Event, Glasgow

Biographies – Hosts and Speakers

Hosts



Michael Canavan

Portfolio Lead,

Healthcare Improvement Scotland

Michael Canavan has over 30 years experience working in a range of roles across Medical Intensive Care, Resuscitation Training and Improvement. As Lead Resuscitation Officer, Michael developed a keen interest in Quality Improvement methodology.

After graduating from the Scottish Improvement Leader Programme (ScIL), Michael was appointed as Quality

Improvement Lead for Resuscitation and East Ayrshire Health and Social Care Partnerships in NHS Ayrshire and Arran. Having supported Cohort 6 of the Scottish Improvement Leader programme in the role of Faculty Lead, Michael was then appointed as Principal Educator with NES in February 2017 to lead the delivery of the Scottish Improvement Leader Programme for Excellence in Care. In his current role with Healthcare Improvement Scotland, Michael leads the Quality Management System (QMS) Portfolio.



David Elder

Senior Networks Advisor,

Healthcare Improvement Scotland

David Elder has worked in the public, private and charitable sectors specialising in Organisational Development and Learning for more than 20 years. He is a graduate of Lancaster University's Masters in Management Learning and Leadership programme and joined Healthcare Improvement Scotland 7 years ago as a Senior Networks Advisor. He supports and provides local

opportunities and activities for Scottish members of the Q Community.



Angela Rowe
Senior Improvement Advisor,
Healthcare Improvement Scotland

Angela Rowe has a degree in Psychology, and has worked in a range of services in NHS Greater Glasgow & Clyde and Ayrshire & Arran since 1991. Angela has worked previously in Addiction Services, Community Services, and Mental Health in a variety of posts including research, clinical effectiveness and clinical governance.

As a graduate of the first cohort of the Scottish Improvement Leader programme, Angela moved more recently into Acute services working in unscheduled care, both in quality improvement and duty management.

Angela took up post in the Quality Management Systems portfolio as Senior Improvement Advisor in November 2021. Outside of work, Angela is a volunteer Panel Member for Children's Hearings Scotland and has been so since 1991.

Opening Speaker



Penny Pereira
Q Managing Director,
The Health Foundation

Before joining the Health Foundation, Penny worked at Newham University Healthcare NHS Trust in East London, where she was the Director of Strategy and Service Improvement. Penny has spent her career leading improvement work at local and national level in the NHS, with particular expertise in process and system redesign, leading strategic change across organisations, developing networks to support improvement, collaborative design and patient safety.

Reducing Waiting Times: Speakers and Panel



Thomas Monaghan

Portfolio Lead

Healthcare Improvement Scotland

Thomas Monaghan is a quality improvement practitioner who leads national improvement programmes to improve access to care. Thomas' background is in biomedical research and he started applying his scientific approach and data skills to improve public services in 2007.

Since then Thomas has held a number of different improvement roles, including data analyst, improvement advisor, national programme director and lead for using evidence and evaluation for improvement. He has led access improvement work across health and social care including community nursing, preventative support for people with frailty, end of life care and social housing.

Thomas' current portfolio of improvement work focuses on supporting NHS Scotland's elective care services use quality improvement to reduce waiting times, improving access to general practice and maximising the impact of Hospital at Home as an alternative to unscheduled hospital admission.



Colette Dryden

Acute Access Manager

NHS Greater Glasgow and Clyde

Colette joined NHS Scotland 16 years ago straight from university, working across both primary and secondary care in clinical audit, clinical governance, quality, and service improvement.

Joining Healthcare Improvement Scotland in 2019, Colette began her journey in improving planned care waiting times nationally, supporting boards to use and apply improvement methods to reduce waiting times and develop more sustainable pathways of care.

In her current role Colette is now applying those same methods to improve planned care within a board.



Julia Mackel
Principal Lead

NES

Julia is Principal Lead within NHS Education for Scotland QI team and is responsible for a portfolio that includes Realistic Medicine, Scottish Quality Safety Fellowship and QI zone. Julia is faculty on NES QI training programmes. She has 20 years clinical experience as a Dietitian and is passionate about continuously improving patient care. She has previous experience being a Quality Improvement

Advisor and QI Coaching Lead within NHS Lothian. She is a ScIL graduate (cohort 5) and also accredited Lean Green Belt and has a Diploma in Professional Coaching.



Derek Laidler
Professional Lead Physiotherapist

NHS Highland

Derek is the professional lead physiotherapist for Argyll and Bute and has been a physiotherapist for over 20 years. Derek has worked across a variety of health settings throughout the UK and has always been keen to develop and deliver innovative, high quality services. Developing an understanding of QI methodology and applying the principles in a structured approach has been

transformational to the success of service delivery and roll-out of successful projects.

Closing Speaker



Joanne Matthews

Associate Director of Improvement & 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 South East 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