

Essentials of Safe Care: Supporting Implementation

Essentials of Safe Care (EoSC) - supporting the safe delivery of care in any setting

Monday 14th March 2022, 11:30 – 13:00

Speakers Bios

Healthcare Improvement Scotland – Ruth Glassborow (Chair)



Ruth Glassborow is the Director of Improvement for Healthcare Improvement Scotland. Ruth provides strategic leadership for the development and delivery of national programmes and approaches that enable the application of quality improvement and large scale system redesign methodology to increase the pace and scale of improvement across health and social care in Scotland. Her remit includes

the world renowned Scottish Patient Safety Programme which now sits alongside a wide range of other national improvement programmes focused on issues as diverse as reducing waiting times, value management, strategic planning and housing.

Prior to this, Ruth worked in the Scottish Government and has also held a range of senior management positions in health and social care around the UK. She has a Masters in Public Administration from Warwick Business School and a Masters in Leadership (Quality Improvement) from Ashridge Business School.

Healthcare Improvement Scotland – Joanne Matthews



Joanne Matthews is the Head of Improvement Support and Safety at Healthcare Improvement Scotland (HIS). Prior to joining HIS 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 Caledonian University working within acute medicine and cardiology.

Since returning to Scotland in 2013 Joanne led the development and delivery of national quality improvement programmes. This has included lead for the Scottish Patient Safety Programme (SPSP) and more recently HIS work to develop a Quality Management System.

The State Hospital – Jennifer Green and Sheila Smith

The State Hospital has 140 high-secure beds for male patients (12 specifically for patients with a learning disability), requiring specialist care that matches individual needs, in conditions of maximum security. It is unique because it has the dual responsibility of caring for very ill, detained patients under mental health law and other related legislation whilst protecting them, the public and staff from harm. It is a national resource for Scotland and Northern Ireland. The Hospital aims to rehabilitate patients ensuring safe transfer to appropriate lower levels of security, and hosts the Forensic Mental Health Services Managed Care Network.



Jennifer Green has worked in the NHS for two years. She is currently the Patient Safety Project Manager at The State Hospital and has been involved with the EoSC from the onset of her position. She was involved in the adaption of the prioritisation tool which allowed for a greater focused approach to working through the numerous change ideas.

Sheila Smith has worked in the NHS for 35 years. She is currently the Head of Clinical Quality at The State Hospital and has been involved with Patient Safety since 2015. Her department has supported the implementation of many work streams including the PRN 8 rights and risk assessments on admission along with assisting in the collation of the mental health toolkit indicator data that was submitted to the National Centre.



Civility Saves Lives – Chris Turner

Civility Saves Lives (CSL) is a collective voice for the importance of respect, professional courtesy and valuing each other. CSL began locally in the West Midlands but now give talks across England, Wales and Scotland.

CLS is a grass roots organisation dedicated to raising awareness of the negative impact that rudeness (incivility) can have in healthcare, so that we can understand the impact of our behaviours on the performance of teams.

The goal of CSL is to disseminate the science of the impact of incivility in healthcare. They also strive to research and collaborate on data about the impact of incivility. Initially CSL was about healthcare though now it has permeated into many different areas



Dr Chris Turner, co-founder of CSL, states that “almost all excellence in healthcare is dependent on teams, and teams work best when all members feel safe and have a voice. Civility between team members creates that sense of safety and is a key ingredient of great teams. Incivility robs teams of their potential”.

Dr Chris Turner, co- founder of CSL, is a consultant in emergency medicine at University Hospitals of Coventry and Warwickshire. Chris is interested in governance and highly performing teams, and this has led him on a journey from being blame and process focused to something completely different - CSL, a campaign that aims to raise awareness of the impact of behaviour on

performance. Over the last few years this idea has gained momentum and traction across healthcare and beyond.

Chris co-founded and runs CSL with Dr Joe Farmer and Dr Penny Hurst. Chris gives talks and runs workshops that sit at the interface of civility, complexity, leadership, wisdom and kindness.