After leaving undergraduate Law School I began working to defend claims for a large NHS Trust during the time that Trusts were able to manage their own claims under a certain limit. Following that, I worked in a variety of governance roles, including assisting in setting up the first risk registers, setting up a complaints process following PCT introduction and supporting transitional work during the merger of ambulance Trusts.

I have been fortunate to have worked within acute, primary care, mental health and ambulance service organisations which gives me an interesting insight into the workings of all the elements of governance as well as delivering training on root cause analysis, complaints investigations and, most recently human factors awareness.

There is still lots to learn and with the advent of PSIRF, the changes to the CQC, introduction of the ICB to name a few, provides us with challenges and opportunities to recreate the definition of quality and governance in an NHS organisation