



NHS Clinical Leaders Network

COVID 19

The Digital Action Learning Groups Facilitation: Mental Health Resilience for our Front Line Workers involved in Pandemic Management

April 2020

Biographies



NHS CLN Associate Programme Lead

Suzy Ning

Suzy has nearly 20 years' experience of working in the NHS across a wide range of provider, commissioner and arm's length bodies and has supported the Clinical Leaders Network off and on since its inception 15 years ago.

Suzy's career has focussed on project and programme management with a passion for improving services and patient/carer/family experiences. Her roles have spanned across acute, mental health, commissioners and systems with strategic roles across regions and national programmes.

Suzy lives in Southport in the North West of England with her partner Paul, her two little boys Dylan (8) and Edgar (3), her dog Dougal and her cat Suimai.

As well as her career in the NHS, she is managing director of NG Interim Solutions & Consultancy Ltd, holds a fork lift truck driving license and has a blue belt in kick boxing.



NHS CLN Associate
Juliette Kumar

Associate Director Improvement & Education Innovation Agency, (AHSN for North West Coast) BSc (Hons) Professional Nursing (Paediatric Neuroscience), MSc Quality Improvement in Healthcare, PG Cert Business and Executive Coaching.

I am a business and executive coach, expert facilitator and quality improver. I have a 30 year career in the NHS which began as a nurse and moved into quality improvement, OD, change management and coaching. I have an interest in leadership and culture and have published various blogs and developed education and development programmes around learning from failure, quality improvement, psychological safety, system leadership behaviours and developing an innovative culture. I bring that learning to coaching sessions and can apply tools that bring awareness of our own behaviours in the workplace and the impact that has.

In 2016 I set up the Innovation Agency Coaching Academy to support developing people and cultures for improvement and innovation at scale. The programmes have a coaching component, using tools to raise awareness and support thinking for lasting change.



**NHS CLN Associate
Clare Wild**

Clare has a strong NHS background going back to 1992 and since 2013 has worked independently offering clients extensive board, strategic, operational and leadership experience.

Clare has had significant exposure and proven success working corporately in the public sector at local, regional and national level. She has a strong skill set in a variety of senior roles operating at scale across complexed health and social care systems. Developing and implementing policy through a focus on collaborative working, people and self- development and increasing efficiencies without compromise to quality.

Clare is a clear and effective communicator across a diverse range of audiences. She is passionate and always excited by the opportunity to positively influence transformational change in business, service and people.



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**NHS CLN Associate
Melanie Ogden**

Melanie has worked across the NHS and primary care for over 30 years, starting her career as a hospital pharmacist in Airedale Hospital in the 80s, worked for National Co-operative Chemists and re-joined the NHS in 1994 working across health authorities, PCT and Strategic Health Authorities and finishing her career as Deputy Director of Innovation at NHS England in 2016. She has extensive experience in the development and implementation of innovation strategies and systems within the NHS.

She now runs a healthcare consultancy company, Denvale Consulting Ltd and is a board trustee at St Anns Hospice.

Melanie is committed to enabling and mentoring front line clinicians to develop the “mindset” to lead improvements and innovations in their fields to deliver better patient care.



**NHS CLN Associate
Nigel Gloudon**

Nigel is a qualified accountant with over 30 years' experience of working within top tier chartered accountancy practices and the NHS. Previous roles include NHS England's Head of Finance for Cheshire & Merseyside, Director of Transformation for an NHS Consultancy unit and Interim Director of Finance for an LCO. He is presently supporting the Cheshire & Merseyside STP as its Interim Director of Finance/Finance Lead. His particular areas of expertise include: NHS transactions (due diligence), governance and supporting transactional and transformational change.

Nigel has completed the Nye Bevan NHS leadership Development programme and is about to embark on a Masters in Healthcare Economics and Policy "for the sake of something different to do". He has previously been accredited team development facilitator.

In addition to his professional experience, he has held non-executive directorships in North West-charity sector for the past 20 years.



**NHS CLN Associate
Hemlata Fletcher**

Hemlata has over 30 years work experience in the public sector; with the last 15 years working across organisational boundaries in primary, secondary and mental health services, local authority, NHSE, DH and PHE. She brings strong operational management experience more recently focusing on programme/project management with the adoption and spread of Innovation and Transformation, Change Management, and Partnership development.

She is educated with an MBA focusing on organisational behaviour - The Psychological Contract; and brings a deep commitment and a track record in leading equality, diversity and inclusion programmes, working across systems to deliver real, cultural and behavioural change from the customer/patient/service users' perspective as well as the investor/commissioners' view.

Born in Bolton, with her first language Gujarati, she is married to an Irish boy, Tony of 29 years, with their son Thomas and most recently adopted a dog from Cyprus called Charlie, who's just adorable, settled in and great for all our mental health and wellbeing.



**NHS CLN Associate
Gill Phazey**

Gill currently works as an OD and Leadership Development Associate at the Cheshire and Merseyside Health and Care Partnership. She is an experienced learning and development professional and has worked within the NHS for all of her post academic career, undertaking a variety of roles within the area of learning and organisational development.

Gill has a passion for leadership and people development and has honed her skills in these areas in a range of roles; from educational Project Manager at HEE, to Learning and Organisational Development Manager in an Acute Trust and most recently Senior Leadership Development Manager at the NHS North West Leadership Academy. As well as her NHS roles, Gill has been working independently as a learning and development consultant over the past 5 years and as an associate to NHS R&D North West and Collaborate Out Loud (a Community Interest Company). These roles have offered Gill the opportunity to design, deliver, commission and evaluate a wide variety of learning and organisational development interventions in multiple topic areas (to include; leadership development at organisation and system level, quality improvement for innovation, team development interventions and personal effectiveness topics such as understanding personality, exploring resilience, assertiveness and influencing skills and managing change).

Gill has an MSc in Organisational Psychology from Manchester Business School and certificates in psychometric testing, utilising this knowledge to inform her approach to development activity. Gill holds a Certificate in Coaching, is a mentor with the NHS North West Leadership Academy's Mentoring Scheme and a careers champion for HEE (North West) as well as a Myers Briggs Type Indicator (MBTI) facilitator.

Gill has a keen interest in research and evaluation and has undertaken several independent evaluations across a range of educational and developmental projects. She has undertaken research exploring the professional development needs of experienced doctors and evaluated the impact of coaching and leadership development interventions as well as educational fellowships.



NHS CLN Associate
Lisa Gresty

Lisa joined the NHS in 2003 and has worked at Associate Director Level in both Acute and Commissioner Organisations before becoming the Talent, Leadership and OD Lead for the C&M Health and Care Partnership in 2019. Holding a MSc. in Healthcare Leadership and Post Graduate Certificates in Organisational Psychology and Change, Education and in Executive Coaching she is also qualified to facilitate Schwartz rounds and administer a range of Psychometric instruments and was accredited as a system level OD Practitioner in 2018.

With extensive experience in the design and delivery of leadership programmes for Boards, Medical, Clinical and Non Clinical leaders Lisa has also worked with coaching clients from Board to Ward level. Her system level experience in an OD role enables her to act as a critical friend and thinking partner to senior health and care colleagues in the region.

As the C&M Talent Lead for the North Regional Talent Board Lisa has written and implemented Talent strategies and supported organisations to consider their succession plans and talent pipelines for senior roles – aligning talent practices with appraisals, development opportunities and the values and principles of ED&I. In 2020 Lisa instigated the development of a C&M HCP Leadership Programme called ‘Doing Things Differently’ working with a collaboration of systems partners to deliver the programme. Lisa is also the Chair of the C&M OD Network and sits on the C&M HRD group providing support and development to HR and OD Practitioners across the system.

Lisa is driven by her core values; to make a difference and to support the development of others.

