

NHS Resolution South Regional Safety and Learning Networking Forum

Speaker biographies

23 September 2025

Chair

Ingrid Henderson, Associate Safety and Learning Lead – London and South, NHS Resolution



Ingrid qualified with a degree in nursing in 1992 and worked in a high-dependency cardiothoracic unit in South London for a year before moving to the West country and starting her midwifery career, qualifying as a midwife in 1995. She has worked in all areas of midwifery, both acute and community. Ingrid led an acute trust with four standalone birth centers and a neonatal unit through the UNICEF baby friendly initiative programme to full accreditation. Ingrid qualified as an international board-certified lactation consultant and led on infant feeding, tongue tie service and peer support service for over 6 years before taking up the role as senior

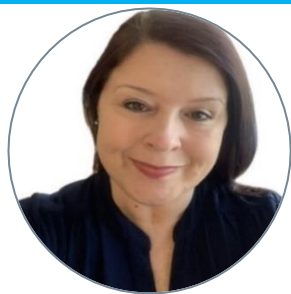
midwife in charge of a community midwifery team.

She was an occasional lecturer at the University West of England in infant feeding. Ingrid undertook a master's in risk management in health and social care with Bangor University which spurred her interest in patient safety and governance.

She moved formally into a governance role in 2017 and has continued in this field since, leading on safety and quality improvement. Ingrid managed a women's service governance team for 5 years leading on NHSR maternity incentive scheme years 1-4, response to Ockenden and subsequent national enquiries and working as an expert patient safety investigator within the old Serious Incident and new PSIRF framework. Ingrid has worked with NHSR since July 2023 firstly in the Early Notification Team as a midwifery fellow, and more recently with the Safety and Learning Team. She is passionate about improving the culture people work within to support staff to give the best care and won an award for improved culture whilst in her governance post.

Learning from claims data and consent: summary and close

Caroline Latham-Parker, Safety and Learning Lead – South, NHS Resolution



Caroline Latham-Parker is a registered midwife with academic attainment in adult nursing, midwifery and health visiting. She has extensive clinical experience from both midwifery and health visiting, working in both acute and community settings.

Caroline has experience of leadership at team, service and system level with significant management of change for clinically facing staff, team leaders and clinical leads.

During the last six years Caroline has used her clinical expertise and leadership skills to develop and monitor quality assurance. She has supported the quality improvement of healthcare services at Clinical Commissioning Group (CCG), Integrated Care System (ICS) and at regional level. In her most recent academic achievement, an MSc in Healthcare Leadership via the NHS Leadership Academy, Caroline's interest focused on leadership behaviours, particularly the 'trust' required within leadership and the impact on team effectiveness to assure patient safety at a system level. Caroline joined NHS Resolution in December 2022 and is committed to supporting trusts with learning from claims, underpinned by a safety culture and prioritising improvement to have the greatest impact on patient safety.

Consent & the law, how to avoid the pitfalls in clinical practice

Rob Wilson, Partner. Clyde & Co LLP



Rob has specialised in medical defence litigation for over 20 years, acting for both medical malpractice insurers and NHS bodies. He is a Nominated Partner, with specific delegated authority, for NHS Resolution. He is ranked in the Chambers Legal Directory Clinical Negligence 'Leaders in their Field'.

Rob also has extensive inquest experience and has undertaken advocacy in a number of high-profile inquests, including prison inquests.

He advised the London Ambulance Service in the inquests into the London bombings of 7 July 2005 and has been involved in the Hillsborough inquests.

Rob frequently lectures on both medico-legal and clinical risk management issues. He has also lectured on medical litigation and inquests on Open University courses.

Consent & the law, how to avoid the pitfalls in clinical practice

Jennifer Harris, Legal Director, Capsticks LLP



Jennifer is a Legal Director specialising in clinical negligence claims. An experienced litigator, she has a wealth of knowledge dealing with catastrophic claims of the utmost severity including hypoxic brain damage, spinal nerve injuries and multi-limb amputations.

With a background in employers' liability, public liability and discrimination claims under the Equality Act 2010 and having acted for local authorities, large composite insurers and a global fast-food chain, Jennifer has a breadth and depth of knowledge which enables her to provide client focused and practical advice across a range of issues. Clients value her ability to simplify complex medical and legal issues as well as the additional support she provides to witnesses during the claims process.

An accomplished advocate, Jennifer regularly appears in the High Court but is also known for her empathetic approach to negotiations in mediations.

Jennifer is also responsible for the Capsticks claims, client education webinars. She regularly hosts and presents at these events sharing important learning across a variety of topics such as informed consent, working with litigants in person, a clinician's guide to factual statements and mediation.

Consent in general and colorectal surgery

Mark Coleman, General & Colorectal Surgeon, University Hospitals Plymouth NHS Trust



Mark Coleman is a Consultant Colorectal Surgeon and co-founder of Lapco International, with over 20 years of experience in surgical training. Based in Plymouth, UK since 2001, he specializes in laparoscopic surgery for colorectal cancer.

He led the NHS England National Training Programme in laparoscopic colorectal surgery (2008–2014) and has served in key advisory roles, including for Bowel Cancer UK, Nuffield Hospitals, and NHS England's

LoReC program. Prof Coleman is the founder of the charity *Bowel Cancer West* and has chaired the UK Joint Advisory Group for GI endoscopy. He lectures internationally and sits on the editorial board of the *Colorectal Diseases Journal*.

Responding to consent concerns: an advisory perspective

Rineke Schram, Lead Assessment and Remediation Adviser, NHS Resolution



Catharina (known as Rineke) Schram was born in the Netherlands and moved to the UK in 1984. She worked in the NHS as a Consultant Obstetrician in East Lancashire for nearly 25 years, holding a wide range of senior roles. Alongside her clinical expertise, she gained extensive leadership experience as Medical Director, Director of Medical Education, Royal College Revalidation Lead, Responsible Officer, and external peer reviewer.

Rineke was the Lead Obstetrician for the Lancashire and South Cumbria Local Maternity System (LMS) from its establishment in 2017 until 2023, and served as Clinical Lead for the North West Coast Clinical Network.

Since August 2020 she has worked with the Practitioner Performance Advice (PPA) service at NHS Resolution as Lead Adviser for Assessment and Remediation (LARA). In this role she heads the Assessment and Remediation team. The team undertakes clinical performance and behavioural assessments to clarify and address concerns about individual practitioners (doctors, dentists, and pharmacists). The team also designs structured return-to-work action plans to support practitioners identified by their organisations as needing help to deliver safe, effective, and sustainable practice.

More recently, Rineke has taken on an additional, interim role as Service Lead for Technical Development in the Case Advice function at PPA, providing leadership and support to Case Advisers.

Outside of work she is an enthusiastic gardener and cook, and a keen pianist of imperfect proficiency!

Q&A

Ed Glasgow, Partner, Kennedys



Ed Glasgow is a Healthcare Partner at Kennedys LLP, based in the London Office. He has served as President, and Treasurer, of the Patient Safety Section at the Royal Society of Medicine (RSM), where he currently sits on the RSM's Audit, Risk and Governance Committee.

Highly experienced in dispute resolution, including via mediation. Ed also undertakes advocacy at inquests, and has worked on inquiries, as well as regulatory and healthcare advisory matters.

Ed's primary focus is resolving claims fairly and at an early stage. He contributes to future risk management via improvement measures, to assist healthcare providers and their insurers.

He has advised Boards and senior leadership teams on their governance duties, regulatory responsibilities, and how to embed patient safety principles into the culture of the organisation. Protecting healthcare professionals and those in governance, whilst enabling the delivery of better and safer care to patients.

Supporting Q&A and facilitating a breakout group discussion

Kelly Birleson, Midwifery Clinical Fellow (Early Notification team), NHS Resolution



Kelly qualified as a midwife in 1999 and has worked in the NHS for 25 years, mainly within midwifery leadership and management roles within an acute maternity setting. She holds a BSc in Midwifery and MSc in Health Sciences.

After starting her career as a midwife, she moved to Wellington, New Zealand, working as a midwife, before returning to the northeast of England to continue her midwifery career as a labour ward coordinator, labour ward manager and acute maternity services matron. Within these roles she provided senior clinical leadership to ensure high standards of patient care and contribute to improving safety. She is passionate about achieving positive clinical outcomes, providing effective leadership to create a positive safety culture, and is committed to supporting the maternity safety agenda.

Kelly joined the Early Notification team at NHS Resolution in February 2025 as a Midwifery Clinical Fellow. She uses her clinical expertise to review maternity cases reported to the EN scheme, contributing to the development of learning resources and sharing insights from EN cases, to support individual and system learning to improve maternity outcomes.