

NHS Resolution insights: Preventing and managing workplace violence

Speaker biographies

Tuesday 7 October 2025

Welcome

Naomi Assame, Deputy Director of Safety and Learning, NHS Resolution



Naomi joined NHS Resolution in December 2019 and is the Deputy Director of Safety and Learning.

Prior to joining NHS Resolution, Naomi was the Clinical Governance Lead for Local Care Direct, a community owned provider which delivered the out of hours GP service for West Yorkshire as well as three urgent treatment centres, a walk-in centre and emergency department streaming.

Naomi has always had a passion for patient safety whether it be through development of the workforce, service improvement or extracting learning from patient safety events. Between 2012 and 2022, Naomi taught on the MBChB programme at Leeds University and played a key role in delivering the patient safety strand of the curriculum. Education and research remain Naomi's special interests. Naomi is currently assisting Loughborough University with the delivery of the patient safety syllabus training and is undertaking a PhD at Manchester Metropolitan University.

Review and reflections from NHS Resolution Workplace Violence report

Justine Sharpe, Safety and Learning Lead – London, NHS Resolution



In her role at NHS Resolution, Justine leads efforts to raise awareness and share thematic learning from clinical negligence claims, with the aim of reducing harm to both patients and staff. She also serves as one of NHS England's Safety Specialists.

Justine brings over 20 years of clinical experience and 15 years in senior management across primary, secondary, and independent healthcare sectors.

Claims management insight

Norman Challis, Technical Claims Lead, NHS Resolution



Norman is a Technical Leader for non-clinical claims and a solicitor with over 20 years' experience in defendant nonclinical claims for commercial insurers and local authorities.

He has worked for NHS Resolution for 2.5 years, after spending almost 10 years with Weightmans in Leeds and previously dealing with litigation in house at major domestic insurers for more than 11 years.

Outside of work, Norman is a long-suffering Brighton and Hove Albion fan, bewildered by the last 8 seasons.

Improved risk management tools: local data tool that enables forensic analysis

Roger Ringham, Assistant Director and Head of Service for Security and Fraud Experts (SAFE)



Prior to joining the NHS, Roger worked in law enforcement serving in a variety of roles but working mainly as a Detective in major and serious crime.

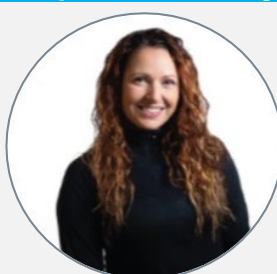
Since joining the NHS in 2009, Roger has developed Security and Fraud Experts which delivers Security Management and Counter Fraud Services to a number NHS and private healthcare providers.

As Chair of the National Association for Healthcare Security (NAHS), which has 1,100 members nationwide, Roger is engaged on several security management workstreams with organisations such as HSG, NPSA, NaCTSO and the SIA.

Violence Prevention and Reduction is a major issue from which most other security management workstreams are derived.

Improved workforce and training: reflections on a local workforce reflections on the implementation of a local work violence reduction framework and strategy

Francesca D'Angelo, Health, Safety and Violence Prevention Reduction Officer, University Hospitals of Derby and Burton NHS Trust



Francesca has proudly served within the NHS for over 12 years, bringing a wealth of experience in both patient care and staff wellbeing. Her career began in Cardiac Rehabilitation, where she worked directly with patients to support their recovery and long-term health. In 2021, she joined UHDB's newly formed wellbeing team, playing a key role in designing and delivering initiatives that promote physical and psychological wellbeing among colleagues.

In 2024, Francesca stepped into her current role as Health, Safety and Violence Prevention Reduction Officer. She is passionate about creating safe, supportive environments for NHS staff, and is committed to ensuring that colleagues feel heard, protected, and empowered, especially following incidents involving violence and abuse.

Francesca holds a range of qualifications that underpin her expertise, including an MSc in Cardiovascular Health and Rehabilitation, NEBOSH certification, and specialist awards in violence prevention and trauma risk management. Her goal is to foster a culture of care and resilience, where staff health, safety and wellbeing is prioritised and voices are valued.

Working with trade unions to prevent and reduce violence and aggression

Alan Lofthouse, Deputy Head of Health, UNISON



Alan worked in the NHS ambulance service for 10 years as a paramedic and staff side lead before joining UNISON as a national officer. Alan is now UNISON's deputy head of health.

He is a member of the NHS Social Partnership Forum and Staff Council, advising on Agenda for Change terms and conditions and specialises in issues such as mileage, pensions, the bank workforce, and violence and aggression.

Improving staff support post incident: interventions that are delivering responsive staff support

Matt Hall, Associate Director of Health, Safety and Working Environment, Imperial College Healthcare NHS Trust



Matt is the Associate Director of Health, Safety and Working Environment at Imperial College Healthcare NHS Trust. His career includes senior roles such as Interim Deputy Director Patient Safety and Risk and Head of Health and Safety at Royal Free London NHS Foundation Trust.

Matt is a leader in health, safety, and wellbeing, with extensive experience across healthcare, higher education, and research sectors. He has worked on safety improvements in many areas including violence and aggression, sharps, CoSHH, biosafety and more. His innovative programmes have delivered long-term change in safety culture, and he was awarded the SHP Trailblazer in Health and Safety Award for his work on staff safety during COVID-19.