

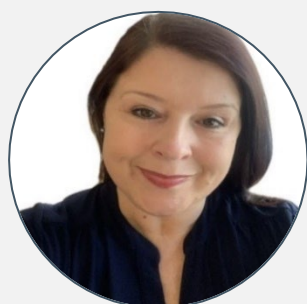
NHS Resolution South quarterly network meeting

Speaker biographies

Tuesday 25 November 2025

Chair

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 commenced her role as an Associate Safety and Learning Lead 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 improving patient safety.

Learning from national and regional VTE claims

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



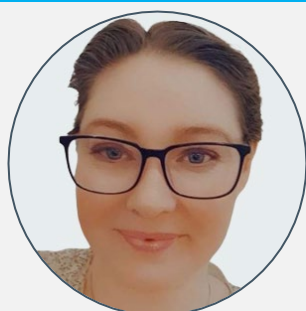
Ingrid qualified with a degree in nursing in 1992 and worked in a high-dependency cardiothoracic unit in South London for a year before moving to the West country and starting her midwifery career, qualifying as a midwife in 1995. She has worked in all areas of midwifery, both acute and community. Ingrid 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.

Reducing VTE in maternity care

Victoria Wilkins, Associate Safety and Learning Lead – North, NHS Resolution



Victoria Wilkins is a registered Midwife and joined NHS Resolution as the Associate Safety and Learning Lead (North) in February 2023. Victoria continues to work clinically as a midwife for her local trust, undertaking shifts in triage, community and ward areas.

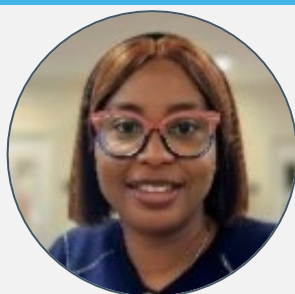
Victoria's previous portfolio included extensive clinical experience from Midwifery, particularly community midwifery, working in rural and urban settings. Within this role, Victoria worked in collaboration with several local and regional partners on projects such as Together for Childhood,

led by the NSPCC and with the local maternity and neonatal system to improve care provided. Victoria also led a successful move to new premises for a rural satellite service and received second place in the Trust Stars Awards for her efforts.

Prior to her current role, Victoria worked for a local ICB using her clinical expertise and leadership skills to support and manage workforce projects on a national, regional and local level; including projects such as the covid vaccination workforce during the pandemic and successfully bidding for funding to develop practice development roles for midwifery to increase practice placements in terms of volume and quality. Networking and collaboration has been key in this role and has enabled Victoria to develop and lead several successful projects – all aimed at improving quality of service and education to health and social care staff and patients. So far, academically, Victoria has attained accreditation via a business studies degree, diploma in midwifery and a masters in midwifery. Victoria is also a supervisor of midwives/professional midwifery advocate and a clinical mentor. Victoria is an accredited coach and continues to provide coaching through the NHS leadership academy and internally to support others. Victoria's coaching expertise lies in supporting those who are unsure of their next career steps, suffering from burnout and compassion fatigue and those who wish to build their confidence, self esteem and leadership skills.

Experiences of capturing VTE risk assessments, an improving picture

Iufunsho 'Tutu' Otenaiki, VTE Patient Safety Lead, Maidstone and Tunbridge Wells NHS Trust



Iufunsho 'Tutu' Otenaiki is a Registered Clinical Nurse Specialist and the VTE Patient Safety Lead at Maidstone and Tunbridge Wells NHS Trust. With a career rooted in patient safety and clinical leadership, she brings a wealth of experience in the prevention and management of venous thromboembolism (VTE).

Tutu is a Chartered Manager and a passionate advocate for quality improvement, evidence-based practice, and multidisciplinary collaboration.

Her work focuses on embedding a culture of safety, supporting clinical teams, and driving initiatives that enhance patient outcomes.

Tutu's work is characterized by her passion for continuous learning, collaborative leadership, and her dedication to sharing lessons learned to foster safer, more effective healthcare environments. She remains dedicated to advancing patient safety at both local and system levels, making her a respected voice in healthcare improvement.

Supporting staff affected by a significant adverse event, designing a wellbeing pathway

Natalie Smith, Associate Director of Healthcare Legal Services, North Bristol NHS Trust



Natalie is the Associate Director of Healthcare Legal Services at North Bristol NHS Trust, where she leads a team on a wide range of healthcare-related legal matters. She specialises in clinical negligence claims, inquests and healthcare advice, bringing more than 11 years of dedicated experience at NBT. Prior to joining the Trust, Natalie built a good foundation in private practice, developing expertise in healthcare law and claims management.

Throughout her career, Natalie has been committed to supporting healthcare professionals through education, guidance and accessible legal advice. She is passionate about promoting learning from claims, inquests and healthcare advisory matters and works closely with teams to help embed lessons that enhance patient safety and organisational learning.

Q&A

Joanna Lloyd, Partner, Bevan Brittan LLP



Joanna is a Partner and Head of Bevan Brittan's NHS Health & Care team with 30 years of experience as a health and care lawyer. She is dual qualified as a Barrister (previously a tenant at 1 Crown Office Row) and Solicitor. Her practice supports NHS bodies dealing with patients harmed in the context of poor clinical care, with a particular specialism in group actions. She advises and represents health and care clients on inquest and regulatory matters as well as coordinating the legal needs of clients across other legal disciplines. Joanna is passionate about patient safety and

supporting health clients in the aftermath of large scale organisational and individual failure when reputations at every level are under close media scrutiny.

She worked closely with early adopters of PSIRF and has since provided considerable support to both NHS and independent sector clients on their PSIRF journey.

Joanna's interest in patient safety has previously led to a government appointment to the UK Advisory Panel for Healthcare Workers Infected with Bloodborne Viruses. She also works closely with the Safety and Learning team at NHS Resolution supporting their thematic review work including claims involving cerebral palsy, suicide and emergency medicine and she is a member of REAF which evolved from the BNSSG Health and Care Risk Group. Joanna participated in a published national analysis of the outputs and recommendations of PSIs and PFDs in suicide related inquests.

Case studies, learning points from VTE claims

David Beattie, Associate Clinical Risk, DAC Beachcroft



David Beattie is an Associate in the DAC Beachcroft Clinical Risk team. David has worked with DAC Beachcroft for 7 years, defending claims brought against Trusts, GPs and private healthcare practitioners.

David has a wealth of experience in defending clinical negligence claims involving both NHS and privately funded care, including claims relating to surgery, primary care, secondary care, birthing injury, dentistry, care provided in secure environments and psychiatric treatment. David also has a wealth of experience in group actions, having handled multiple group action claims over a number of years.

David also spent a long period on a part time secondment in the legal team of a large tertiary NHS Trust, during all of the COVID lockdowns. He gained valuable insight into the challenges faced by the legal team at the Trust, at a particularly turbulent time.

Edward Duckworth, Senior Associate, Bevan Brittan



Ed is a Senior Associate at Bevan Brittan and is part of the Bristol based team. He has worked in clinical negligence litigation for nearly 30 years, acting for Trusts and other NHS bodies.

He has a wide experience of cases over the years and has dealt with many high value claims for the NHS including birth injuries, neurosurgical injuries and cauda equina syndrome. He very much views providing support for staff during the claims process as a key part of what he does.

For many years Ed was responsible for the Bevan Brittan claims department education programme, which provided a range of medical and legal speakers for both team colleagues and clients. Ed also presents to clients on learning from claims and up to date topics of interest. He is known for being happy to get into the detail of claims but also adopt a pragmatic approach to resolution to secure a swift end to claims where appropriate. Ed has extensive experience of technical issues such as indemnities and undertakings for high value claims.