I qualified as a Chartered Legal Executive in 2001. I started my career in clinical negligence with Bevan Brittan LLP. During my time with Bevan Brittan, I undertook a secondment to Gloucestershire Hospitals NHS Foundation Trust, following which I was offered the permanent position of Claims Manager.

I have held the position of Claims Manager for Gloucestershire Hospitals NHS Foundation Trust since 2002.  I and my colleagues have significantly developed the in-house legal service at Gloucestershire Hospitals NHS Foundation Trust. I hold delegated authority from NHSR.  I currently manage a team of 2 lawyers and 3 admin staff.

I have held the position of Head of Patient Safety Investigations, since October 2016. In this role, I have developed a team, consisting of three Patient Safety Investigators and a Family Liaison and Investigation Co-ordinator.

In January 2019, the Claims, Complaints and Patient Safety Investigation team amalgamated to form the Patient Investigation and Learning team. I head this team of Investigators in producing high quality investigation reports that are routinely shared with patient’s, carer’s and/or their next of kin.

In May 2019, the Patient Safety Investigation and Learning Team were shortlisted for the HSJ Effective Litigation Management Award.