

NIHR Imperial Patient Safety Translational Research Centre Research Partner Group Biographies August 2017

The Research Partners Group is made up of 11 patient, carer, and public members. They review broad patient safety research projects and patient and public involvement plans in research projects for the National Institute for Health Research (NIHR) Imperial Patient Safety Translational Research Centre (PSTRC).

Charity Gondwe



Charity has worked in the education sector for over 16 years, both in a teaching role and pastoral role and currently work as an Outreach Worker for families with children with additional needs. Her passion has always been inclusivity and safety in health education, work and society for those with additional needs either due to learning disabilities or health related disabilities, as well as provision of a holistic approach for those children and young people with Long term condition to improve their quality of life.

Charity is a parent/carer and short term private foster / respite carer for children with different long-term conditions. She is also passionate and has been involved in projects involving children and young people with additional needs (health) and their carers to improve quality of life and to help them to lead independent and successful lives in the communities. Including children and young people and their families and the hard to reach individuals is her area of interest. She works to identify and use different strategies to reach these groups. One of the projects was a pilot on developing a transitional programme and an app for adolescents. St Mary's Hospital with Talk Lab both delivered and evaluated the project. She also sits on a steering group for children and young people setting priority areas for mental health.

Maurice Hoffman



Maurice joined the Research Partners Group, because he believes that through his knowledge of the research process together with an understanding of service improvement, he can provide valuable input into patient safety research projects. He is a lay member of NRES Brent Research Ethics Committee; review grant applications for the National Institute of Health Research and provide input as a patient member of Imperial Biomedical Research Centre. He is also an independent member of the Statinwise Trial Steering Committee. Within the NHS, he is a lay member of the Advisory Committee for Clinical Excellence Awards, London North West;

patient representative on the NHS Digital E-Referrals Advisory Board and lay partner of Imperial College Healthcare NHS Trust.

Sandra Jayacodi



Sandra works for East London Foundation Trust as a Service User Research Advisor for Synchrony Music Therapy research Study. Sandra is a trustee for Mind in Harrow a mental health charity and is a research fellow of CLAHRC (Collaborative Leadership in Applied Health Research and Care). She also holds a portfolio of profiles as service user advisor and/or representative for various other research studies and quality improvement research projects. Sandra is passionate about improvement within the health sector surrounding patient care. She strongly believes in translating research studies in order to provide better care for patients and is looking forward to be part of this exciting RPG team.

Jill Lloyd



Jill has been a patient representative on the PSTRC and the former Centre for Patient Safety and Service Quality, thus has many years' experience in the patient safety arena. She still feels she is learning and is looking forward to the challenges of the RPG. Jill has enjoyed her attachment immensely and has been involved in some fascinating studies including being a lay partner on the Inpatient Medication, Patient Relationships and Electronic Systems (IMPRESS) Study, where she was involved in collecting and analysing data.

Jill has experience of the NHS dating back to the 1960s, both as an employee (as a physiotherapist) and as a carer and patient.

Helen Miller



Helen is a member of the Patient Safety Translational Research Centre's (PSTRC) Research Partners Group (RPG) and a member of the Making a Difference Alliance (MADAL) working on the North-West London Strategy and Transformation programme. She also works with Mind in Harrow as a Service-User Representative. Helen has 12 years of midwifery experience and also 3 years in clinical and pharmaceutical research. In her spare time Helen trains dogs to compete in Flyball competitions. Helen is looking forward to working with the RPG, utilising her previous knowledge and working towards improved patient safety.

John McNeill



Career in local government social housing for four local authorities concluding with 4 years in Housing Directorate for a London Borough. In private sector, business and marketing consultant for companies supplying IT systems for social housing management. In 1980's, self-employed director of my property management company. Temporary full-time carer for my wife during her recovery from spinal surgery. Final working years for the NHS in mental health and addictions. In retirement, working with the NHS in setting patient transport service standards, assessment processes and engagement/feedback. On Imperial NHS Trust project panel for patient transport procurement. Regular user of patient transport services across NW London.

Past Chair of Healthwatch Ealing. Ealing Centre for Independent Living - Trustee & Board Member Ealing Hospital - 'Homeward' patient discharge service - Senior Management Team. I sit on Young Offenders Panels for Ealing Youth Justice Catalyst Housing: Residents Federation - Committee Member; Catalyst Disability Forum – Chair; Panel Member for complaints resolution. Residents Association – Chair. Member of Chartered Institute of Housing and Chartered Institute of Building. Retired member of Chartered Institute of Management. Occasional independent political commentator for ITV/C4 on health & housing. Winner - Nursing Times Awards (Mental Health) 2007. Working towards BSc (Hons) in Psychology with Open University.

John Norton



Educated at Winchester College followed by 2 years Military Service, being commissioned in the Oxfordshire and Buckinghamshire Light Infantry and serving with the Gold Coast Regiment. City Solicitor (Partner, Norton, Rose) and Merchant Banker (Managing Director, Hambros Bank), then Financial Consultant and, currently, Independent Trustee of Pension Schemes. Prime Warden, Fishmongers' Company of the City of London, 1980 - 81. Open University, 1995 – 2006, BAs in History and Philosophy, MA in Political Philosophy. Former volunteer roles as Samaritan, Advocate for Older People, Information & Advice Counsellor and, currently, Trustee, Age UK, Westminster.

Integrated Care Pilot User Panel 2012-13; North West London Lay Partners Advisory Group; Imperial College Health Partners Patient Safety Champion; Imperial College NHS Foundation Trust Strategic Lay Forum and Safety Culture Steering Group; NWL Digital Governance Group; Chairman, Patient Participation Group, Cavendish Health Centre. Associate Member, Royal Society of Medicine.

Sudhir Shah



Sudhir is a carer and retired from my last employment about 6 years ago. I worked in private industries over 30 years in Engineering and IT with experience of design, implementation & customer facing skills. My volunteering and PPI experiences are as follows:

- Over 5 years of experience in improvement projects with North West London CLAHRC as a PPI representative
- Trained as peer trainer for mental health recovery college within CNWL.
- Research advisory panellist for North Thames CLAHRC, CNWL & Embedded Research Team at UCLH.
- Encourage and promote patient participation in many NHS

trusts especially Clinical Research areas and participate once every 2 months with Imperial College & Partners Research Forum.

- Member of Carers UK, Harrow & Barnet Carers Forum, etc.
- Patient representative for my local GP surgery.

In the past I worked in few improvement projects in North West CLAHRC and one of them was Antibiotic Quality Improvement project where I had to interview some patients to collect valuable data which was then analysed and helped with the report. This helped me to work with health staff to understand their thinking, issues, etc. I have been analysing, evaluating and advising on some research projects submitted by health professionals within various stated bodies or some of the Trusts mentioned above. I looked at from patients and lay persons point of view.

My hobbies are: Watching any sports either live or TV, swimming, play table tennis, wild life documentaries, travel.

Alex Taylor



Alex has a successful 32 year career with the British Telecom Group – the majority in IT development and operations. His last BT position was as the Director for Customer Experience in Openreach. Since leaving BT in late 2012, he has been actively involved as a volunteer in a range of NHS related initiatives including 2 research projects that focussed on improving medication and prescribing safety. He has also been working with a small group to improve the patient experience in NW London trust hospitals. He has been a Lay Patient Safety Champion in NW London for the last 3 years. Alex has also been a Trustee Director of the Ealing Community Resource Centre for 7 years – the last 4 as Deputy Chair.

Alex has first hand experience as a patient and as a carer. He is a passionate advocate for the NHS who firmly believes that many of the best elements of an excellent customer service are applicable to the patient experience.

Ayath Ullah



Ayath currently works for HM Government and has had a number of roles in policy, investigations, tax and operational delivery. He was previously at the Bank of England which is the central bank of the United Kingdom- sometimes known as the 'Old Lady' of Threadneedle Street.

He is an avid networker and loves connecting with new people. Also a previous adviser to central Government I was a pioneering member of a Panel, setup by the Department for Children, Schools and Families (now known as Department for Education) & sponsored by the Learning and Skills Improvement Service (LSIS), to

advise government and other FE sector organisations on how to improve further education policy in England.

He is Chairman at the World Youth Organization and also sits on the trustee boards of NOMAD and BigVoice London. He was appointed by the Home Secretary and the Lord Chancellor to sit on the Independent Monitoring Board at London Heathrow Airport to monitor the welfare and treatment of those held in custody in the UK under a UN human rights treaty.

A final member is not included, as they preferred not to be on the website.