

# Alison Joyce CV



## Qualifications, training, accreditation:

- LLB (hons) Business Law
- LLM Medical Law and Ethics
- Solicitor (non practising) (qualified 1992)
- Member of the Law Society
- Accredited mediator with the Clear ADR Group (2014)

## Past and Present positions

### Present Position:

- Director of A Joyce Compliance and Risk Ltd
- Consultant working with healthcare providers to improve quality, learning and governance
- Many roles involving improving complaints processes and facilitating resolution of difficult complaints or entrenched positions
- Many roles involving improving processes for managing and learning from clinical negligence or other claims
- Troubleshooting, problem solving and providing targeted support
- Providing training to healthcare professionals and solicitors

### Past Positions:

- Medical negligence solicitor (claimant and defendant)
- NHS acute trust claims manager
- NHS risk manager
- NHSLA risk management assessor reviewing and accrediting healthcare provider clinical and non-clinical governance systems

### Principal professional positions:

I specialise in assisting healthcare organisations to learn and improve from adverse events, including complaints, claims and adverse incidents. I facilitate new systems of working and team improvement. I have specialist skills in managing and improving processes for the management of complaints and compensation claims.

### Experience:

I qualified as a mediator in 2014 with the Clear ADR group.

Since then I have used the skills I learned to facilitate dispute resolution between parties involved in healthcare disputes, including complaints and compensation claims. I have also facilitated, using mediation principles, change within teams and between individuals. I have resolved human resource/



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personnel disputes and facilitated exit packages.

Having worked with healthcare providers for over twenty years I have an excellent understanding of how healthcare providers work, the relationship between patients and healthcare providers the relationships between NHS and non NHS providers of care and treatment.

Mediations can be conducted in person or by telephone.

