



CEDR Accreditation: 1998

CEDR Panel Admission: 2017

Languages: English

Location: United Kingdom

Dr Stephanie Bown

“Stephanie is an excellent facilitator who pitched content extremely well and kept control”

Overview

Stephanie Bown is a CEDR accredited mediator and is on the CEDR panel of mediators. She regularly mediates clinical negligence claims and other disputes in healthcare settings and acts as conciliator for the Funeral Arbitration Service.

She provides independent adjudication to third stage complaints in the independent healthcare sector for ISCAS.

Stephanie is a lay member and lay Vice President of the Solicitors Disciplinary Tribunal and a lay member of the Disciplinary Pool of the Institute and Faculty of Actuaries.

She practiced as a doctor in the NHS for eleven years before completing a law degree and joining the Medical Protection Society (MPS) working in the field of professional indemnity and clinical risk management for twenty years. She has extensive experience of the legal and professional issues that arise in healthcare gained through supporting doctors as a medico-legal advisor and through working with governments and healthcare organisations on policy issues.



Her experience spans case investigation, advocacy, healthcare policy, stakeholder engagement and communication.

As Director of the National Clinical Assessment Service within the NHS Litigation Authority, Stephanie initiated a programme of restructure and modernisation to meet the changing needs of the NHS.

In May 2015 Stephanie joined Verita, a leading independent consultancy for regulated organisations in the UK and she set up her own company in July 2016. She has undertaken a wide range of investigations into serious incidents, governance and service reviews in the NHS and private health sectors. She has investigated performance concerns in individual doctors and dysfunctional team dynamics.

Professional Background

- Present** Independent Consultant, S Bown Consulting Ltd
Member of CEDR mediator panel and panel conciliator
Adjudicator for ISCAS (Independent Healthcare Sector Complaints Adjudication Service)
Lay member and Lay Vice President Solicitors Disciplinary Tribunal
Lay member of the Disciplinary Pool of the Institute and Faculty of Actuaries
Verita Associate
- 2015–16** Associate Director, Verita (14 months)

Stephanie undertook a range of independent investigations and reviews in public and private healthcare sectors including: conduct and performance concerns about individual doctors; interdepartmental disputes; dysfunctional teams; service and governance reviews and serious incident investigations .

- 2014–15** Director, National Clinical Assessment Service (NCAS) (14 months)



NCAS is part of the NHS Litigation Authority (now NHS Resolution). Stephanie was appointed to modernise NCAS to ensure that its services evolve to meet the changing needs of the NHS. She reported to the CEO, was a member of the senior management team and attended NHSLA board meetings.

2007–14 MPS, Director of Policy and Communications (7 years)

Stephanie was responsible for MPS' relations with members, government bodies and other key stakeholders and for influencing and promoting policies that aligned with MPS' members' interests. In 2012, with additional responsibilities as Director of Marketing she oversaw the introduction of new initiatives supporting members to make informed decisions about different types of indemnity. She delivered a programme of conferences and training courses in the UK and overseas for medical practitioners and other professionals in the healthcare sector.

Stephanie oversaw the creation and delivery of a wide range of communications with members and a review of MPS' corporate identity and web redesign. She was a lead spokesperson for MPS and has given live interviews on national and local radio and television.

2006–07 MPS, Director of Education and Communications (18 months)

Stephanie took the first steps in establishing MPS as an educator in risk management and medico-legal medicine through an e-learning programme.

1994–06 MPS, Medico-Legal Advisor – Head of Medical Services (12 years)

Stephanie represented doctors through investigations into issues arising from their professional practice including disciplinary hearings, regulatory investigations, inquests, negligence claims and complaints. She instructed experts, solicitors and counsel and managed challenging individuals in difficult circumstances when their careers were at risk. She managed the London team of MLAs and their support staff, developed an internal MLA training programme and ran the in-house CPD programme.

1993–94 Assessor, Medicines Control Agency (13 months)

Stephanie was responsible for assessing the safety and efficacy of medicinal products. This involved critical analysis of trial data submitted by pharmaceutical companies in support of applications for product licences, and presenting results to the Committee on Safety of Medicines and the Medicines Commission.

1988–93 General Practitioner (5 years)

After a trainee year in South East London, Stephanie worked as a locum for 18 months in inner city and rural practices before joining a practice in SE London as a Principal. She was an undergraduate tutor for medical students at Kings College Hospital.

1982–88 Hospital Doctor (6 years)

After house jobs at her teaching hospital Stephanie undertook rotations in internal medicine up to middle grade registrar at a busy District General Hospital followed by a six month post in obstetrics and gynecology.

Expertise

- Serious incident investigations
- Professional conduct and competence
- Mediation, conflict resolution and problem solving
- Risk management and patient safety
- Training and facilitation
- Representation and advocacy in disciplinary proceedings
- Complaint investigation and adjudication
- Lay panel member of disciplinary tribunals

Dispute Experience

Public Healthcare

NHS employment and workplace disputes: Stephanie has represented many hundreds of doctors in disputes with their employers in relation to concerns about conduct, capability and performance and often seeks a negotiated outcome rather than an adversarial stance.

She has conducted independent investigations and reviews of dysfunctional clinical teams, interdepartmental personal and professional disputes and concerns about the conduct and competence of individual clinicians.

Clinical Negligence

Stephanie has mediated claims under the NHS Resolution scheme including:

- The use of ice slush for cardioplegia during open heart surgery resulting in phrenic nerve injury, partial paralysis of the diaphragm leading to breathlessness and impaired quality of life.
- Delay in surgical decompression of cervical myelopathy resulting in incontinence and reduced mobility
- Delay in diagnosis and treatment of breast cancer
- Delay in diagnosis of septic arthritis in a patient with multiple comorbidities resulting in accelerated renal failure and prolonged hospitalisation.
- Failure to diagnose vitamin D deficiency resulting in cardiomyopathy and death of a six month old infant including secondary victim claims
- Death of a child from gastroenteritis and multiorgan failure; claim for the deceased's estate and secondary victim claim. Litigant in person.
- Physical injuries sustained in the course of emergency resuscitation during complications under general anaesthetic. Litigant in person.

Other healthcare mediations

- Dispute between parents and CCG about continuing care requirements in the community for their severely disabled child
- Partnership dispute between three general medical practitioners

Stephanie has also observed four mediations: a quantum settlement in an NHS Resolution case involving the suicide of an inpatient with known mental health problems; a dispute between shareholders in a care home; a dispute between the owner of a child day care centre and the next door neighbour; a case concerning exposure to asbestos and the development of mesothelioma.

Private healthcare

Stephanie has investigated performance concerns about a consultant on behalf of a private healthcare provider and a serious incident in and on behalf of a private healthcare facility.

Stephanie adjudicates complaints against private healthcare providers on behalf of the Independent Healthcare Sector Complaints adjudication Service (ISCAS). This has the power to award goodwill payments of up to £5000 per case and information is shared with the Care Quality Commission.

Funeral Arbitration and Funeral Planning Authority schemes

Stephanie has acted as conciliator in many cases since 2015 and achieves settlement outcomes in the majority of cases.

Professional Skills

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| 1982 | MBBS (Hons) Royal Free Hospital School of Medicine |
| 1987 | Member of the Royal College of Physicians |
| 1989 | Diploma of Royal College of Obstetrics and Gynaecology |
| 1997 | LLB (Hons) University of London |
| 1998 | CEDR accredited mediator |
| 2004 | Cabinet Office Top Management Programme |
| 2006 | Foundation Fellow, Faculty of Forensic and Legal Medicine |



2008 Certified Mastercoach, Behavioural Coaching Institute
2014 NHS Top Leaders Programme

Non-Executive Appointments

2006–2010 Vice President Faculty of Forensic and Legal Medicine
Oct 2015 Solicitors Disciplinary Tribunal, Lay member
Dec 2018 Lay member of the Disciplinary Pool of the Institute and Faculty of Actuaries
March 2019 Lay Vice President of the Solicitors Disciplinary Tribunal

Feedback

- *“The work in chambers has been a delight. Very cordial and professional and clear focus on issues and evidence. Great person to have in the team.”*
- *“An excellent team player who listens to others and has her own strong views. Very fair and keen to come to the right decision. Always well prepared and misses nothing.”*
- *“Stephanie is an excellent facilitator who pitched content extremely well and kept control!”*
- *“I was impressed with the service Stephanie provided to us in a particularly complex investigation last year. Stephanie is very professional and has a natural ease and confidence which quickly built up rapport with all those involved. It was a pleasure to work with her and we will continue to do so.”*
- *“Stephanie has an encyclopaedic knowledge of consultant performance issues and she brought a rigorous analytical approach to the process.”*
- *“The client was impressed by Stephanie’s immediate grasp of the issues involved in the team’s functioning and that she showed an in-depth knowledge and understanding of the behaviours of dysfunctional teams.”*
- *“Should I ever require an investigation of this type again I would be delighted to commission Stephanie to produce the work and indeed bearing in mind her wealth of experience I would consider her for other work commensurate with her skills.”*

- *“I do not think we would have got the deal we did without her involvement. She made the experience much easier for me and my clients. She had a gentle demeanour with the Claimant which was very helpful in this case given the emotive nature of the claim. My clients and I would certainly use her again on future mediations.” (Defendant)*
- *“Stephanie’s approach, knowledge and fair mindedness produced a result on the day, well beyond my expectations.” (Claimant)*

