

ANNE DOHERTY

QUALIFICATIONS & CAREER HISTORY

Qualifications

Registered General Nurse, qualified in May 1968 (hospital based qualification, trained in Altnagelvin Hospital from December 1964 to May 1968).

BSC Honours in Professional Development (University of Ulster, Coleraine), 5 years part-time (1987 to 1992).

Qualified NVQ Assessor and Verifier.

Attended various in-house courses relating to Nursing duties (continued professional development).

Career History

1968 to September 1991: Staff Nurse at Roe Valley Hospital, Limavady, Co Londonderry (general duties within various specialities, including Medicine, Surgery, Accident & Emergency, Gynaecology, ENT).

September 1991 – 31 August 2001: Ward 21, Altnagelvin Hospital, Londonderry – Staff Nurse within Care of the Elderly Ward. During 2001, provided support to the Patients' Advocate two days per week, to follow-up queries in relation to complaints/patient queries.

1 September 2001 to July 2009: Patients' Advocate at Altnagelvin Hospital. Documenting complaints, obtaining relevant statements from managers of wards/departments where complaint originated. Co-ordinating of statements and drafting letters for the Chief Executive in response to complaints. Highlighted areas of concern (raised by complainants) to line Managers. Documented and recorded commendations for wards/departments. Took minutes of relevant meetings. Provided statistics. Providing support to patients and their relatives to enable them to voice their concerns.

July 2009: Retired from the HSC.