

Sally-Anne Pygall – CV Telelearning

Personal Profile

A highly motivated and committed independent Consultant/Trainer extensively experienced in telephone triage within primary care services. Owner and Managing Director of Telelearning since 2009, a company specialising in consulting and training clinicians and non-clinicians in telephone triage and consultation within health care settings, including out of hours or unscheduled care provision. Author of "Telephone Assessment in Primary Care: a practical guide to effective consultation and triage" [published by Scion Publishing in 2023] and "Telephone Triage and Consultation: Are We Really Listening?" [published by RCGP Learning in 2017]. Delivers training on behalf of Royal College of General Practitioners and to Integrated Care Boards, Out of Hours Providers, the private sector and General Practices. Provides Expert Witness Opinion on GP and nursing telephone interactions that may or may not involve Clinical Decision Support Systems. Completed a Master's Degree (MSc) in Evidence Based Practice at York University.

Employment History

Jan '09 to Present:	Managing Director of Telephone Consultation Services Ltd T/A Telelearning
28/4/08 to Feb 2009:	Head of Clinical Governance (North) for Primecare Primary Care
7/11/05 to 25/4/08:	Clinical Manager for Northern Doctors Urgent Care (NDUC)
21/7/03 to 9/1/05:	Practice Development Manager, NHS Direct (North East)
1/9/01 to 21/7/03:	Clinical Governance Coordinator (inclusive of above secondment) NHS Direct
1/7/00 to 31/8/01:	Calibration and Call Monitoring Team Leader NHS Direct
22/6/99 to 30/6/0:	Nurse Team Leader NHS Direct
26/1/98 to 21/6/99:	Nurse Practitioner NHS Direct
1991 to 1999:	Practice Nurse in General Practice
1986 to 1995:	Registered Midwife
1985 to 1986:	Registered General Nurse

Clinical Governance and Risk Management Experience

Employer: Primecare

- Oversaw all Adverse Clinical Incidents and complaints responses, reported and managed clinical risk and provided expert advice and recommendations to the operations team and Central Contract Review Board
- Provided strategic direction support with regards to clinical audit, clinician performance and clinical productivity
- Developed new audit assessment tools for in house quality assurance purposes for doctors and nurse's performance in telephone triage

Employer: NDUC

- Developed and implemented policies and procedures in relation to clinical areas

- Responsible for review of clinical policies and procedures; co-author of 'Clinician's Guidelines Document', the main source of clinical governance and guidance for doctors
- Chief Investigating Officer for Complaints and Investigations, responsible for ensuring all learning from any critical incidents is achieved and action plans are implemented to prevent reoccurrence of incidents

Employer: NHS Direct

- Co-author of published paper "An audit of paediatric fever in NHS Direct: consistency of advice by nurses using computerised decision support software system" Clinical Governance: An international Journal 8 (3) 2003
- Responsible for developing local governance strategy and implementing nationally set directives
- Member of National Continuous Quality Improvement (CQI) Sub group responsible for developing and implementing the National Call Review Programme and CQI tools

Expert Witness Opinion

- Provided expert opinion on five occasions between 2011 and 2025
- Provides legal services for medical negligence cases involving telephone consultations by doctors or nurses
- Provides Expert Witness reports for personal injury, medical negligence and criminal cases.
- Able to receive instructions on claimant-defendant, prosecution-defense cases
- Proven track record in providing evidenced based, expert opinion in an area that is often misunderstood
- Fully compliant with Rule 35 of the Civil Procedures Rules

Professional Education and Qualifications

1985: Registered Nurse
 1987: Registered Midwife
 1992: ENB 998 'Teaching and Assessing in Clinical Practice'; ENB Accredited Practice Nurse Course
 1996: Diploma in Asthma Care
 2002: LEO Programme
 2003: Prince 2 Project Management Foundation Course
 2008: MSc in Evidence Based Practice (York University)
 2011: Bond Solon - Expert Witness Report Writing
 2017: Author of "Telephone Triage and Consultation: Are We Really Listening?" published by RCGP Learning
 2023: Author of "Telephone Assessment in Primary Care" published by Scion Publishing
 2025: Bond Solon – Expert Witness Excellence in Report Writing