

Emma Murphy is Patient Feedback Manager at NHS Dumfries and Galloway and has worked in public sector complaints for over 11 years. She is also Vice Chair of the NHS Complaints Personnel Association Scotland (NCPAS). She is a trained mediator and specialises in supporting teams to manage complex disputes and challenging behaviours.

Emma is undertaking a Masters in Dispute Resolution with Queen Margaret University and has a keen interest in using the learning from academic theory to enhance professional practice.