

SENIOR NHS MANAGER

OBJECTIVE

A highly experienced senior NHS Manager of 20 years working within primary care. Currently focused on front line delivery as a practice manager. Skilled in performance management and improvement, coaching, patient and stakeholder engagement, communication, business development, and change management. I am very IT literate and utilise many digital solutions to improve patient experience and clinical outcomes. I am a motivational manager with a positive and proactive approach to managing staff, patients and stakeholders. I am passionate about delivering high quality, safe services while supporting, developing and leading staff and the organisation. I would consider myself to have excellent communication skills and am comfortable liaising at all levels, as well as presenting to large groups.

OVERVIEW

- Post Graduate Diploma in Management
- Highly motivated
- Strong leader
- Problem solver
- Critical thinker
- Excellent communicator
- Positive and proactive
- 20 years NHS experience

AWARDS

STARS - World Class Commissioning Award

Recognition for my work leading the set up of a bespoke outreach health service in a rural setting

Kent and Medway Health Innovation Award

Recognition for my work leading a project with other stakeholders producing a directory of services for older people

EXPERIENCE

01/2016 – Present

Practice/Business Manager

Birchington Medical Centre

Practice Manager for a 9,000 list size practice with 37 employed staff

12/2018 – Present

Lead Consultant - Freelance

Xytal Health Management

Lead consultant guiding a team of consultants in the delivery of NHSE Commissioned Productive General Practice Quick Start Modules.

01/2013 – 12/2015

Membership Development Manager

NHS Thanet Clinical Commissioning Group

Service monitoring across Thanet practices. Development of enhanced services and subsequent monitoring of performance and outcomes.

03/2005 – 01/2013

Citizen Engagement Manager

NHS Kent and Medway Primary Care Trust

Planning, managing and delivering formal public consultation campaigns to support the Trust in the commissioning/decommissioning of services.

03/2002 – 03/2005

Project Manager to Director of Commissioning

NHS Eastern and Coastal Kent PCT

All aspects of project management and commissioning support to the Director including large scale service redesign of mental health services.

04/1999 – 03/2002

Project Manager - Primary Care Service Development

NHS Thanet Primary Care Group

All aspects of supporting practices in the PCG including ensure service standards and contracts were met, developing new services, monitoring performance, assisting with premises development work and grants, etc.