Deborah R. Tobin

Highly motivated, effective NHS Management Consultant with a proven track record of managing complex programmes, procurements and mobilisation/rectification of large scale, transformational change projects such as the Covid Programme, 111/Out of Hours, Patient Transport Service (PTS), pregnancy services, acute hospital and emergency ambulance contracts.

# Experience

### Founder and Managing Director | DT Consulting ([www.DeborahTobin.com](http://www.DeborahTobin.com)) | 2007 to Present

DT Consulting is a professional consultancy firm specialising in health and social care related projects, including project management for large scale programmes (Covid, Patient Transport, 111 and Out of Hours Services) and procurements, mobilisation and contract management of existing or new providers, business support services and site management of capital projects.

### MOST RECENT LONG TERM CONTRACT ROLE | June 2021 to Dec 2022

**Operational Lead – BOB Covid Vaccination Programme (Buckinghamshire, Oxfordshire and West Berkshire / BOB Integrated Care Board)**

* Manage BOB Vaccination Programme and lead team of support staff to deliver programme including day to day delivery of services, operational issues and logistics including liaison with third party suppliers to coordinate stock, deliveries and transport of materials and supplies to over 100 vaccination sites.
* Analyse and interpret National and local vaccination data and manage vaccine supply as required using performance management data (using financial, manpower, activity, vaccine supply & performance data).
* Ensure the delivery of high quality, patient focused and cost-effective services in line with the National Vaccination Programme which reflect the needs of all stakeholders.
* Efficiently deal with crises, emergencies and contingencies with the lowest level of programme disruptions.

**KEY ACHIEVEMENTS**

* **BOB Integrated Care Board (Bucks, Oxfordshire and W. Berkshire)** | **June 2020 to Dec 2022**

Operational Lead for one of the top teams in the UK delivering the Covid Vaccination Programme. My team were one of the highest performing regions in the UK for vaccine take up and performance.

* **Tilt** | **Sept 2019 to Dec 2021**

Business acquisition advisor to international company to gain access to UK NHS and Government procurement portals, research and review potential tenders; Project manage tenders and review awards/rejections.

* **PTS Advisor (Patient Transport Service)** | **June 2018 to May 2019**

Advisor to various small PTS providers: Review and amend company policies, review procurement opportunities, tenders, project manage bids; assist with marketing and streamlining procedures. This resulted in improved contract performance, better staff management and acquisition of new contracts.

* **Blu Building Consultants Ltd** | **Jan 2018 to April 2018**

Support fit out and site management of a one of a kind Community Centre (managed by two different Medical Trusts) offering dental treatment for patients with special needs, podiatry and lymphoedema services as well as mental health services for both adults and children, physiotherapy and speech/language treatment, PALs (Patient Liaision Service) and forensic services. Because of a delay in building other projects, Blu was unable to complete the project without additional help, resulting in successful completion of this project within scope, on time and forcing builders to correct all problems and issues successfully.

* **BNSSG Integrated Care Board (Bristol, N. Somerset and S. Gloucs)** | **June 2016 to December 2017**
* Procurement of and mobilisation of a brand new Patient Transport Service (PTS) and first of its kind Renal Dialysis Transport Service across several Clinical Commissioning Group regions in the South of England. Development and implementation of comprehensive services that were successfully and appropriately delivered within very tight timescales after the previous tender failed to elicit any bidders.
* **South East Commissioning Support Unit (SECSU - London)** | **Dec 2011 to Oct 2015**
  + Project Manager for the first of its kind procurement of the South West and South East London functionally integrated urgent and emergency care services (111/OOH) resulting in South East London being the only service allowed to tender during a procurement freeze.
  + Project Manager for the development and implementation of a comprehensive change project to procure a complete Patient Transport Service and subsequent 18 month intensive management of Provider contract in service failure/rectification ultimately resulting in the Provider meeting the contract requirements, by assisting with drafting of Provider rectification plan.
* **South East Essex PCT**  | **Jul 2009 to Dec 2011**

**Acute Performance, Quality Improvement and Contracts Manager**

* + Performance management of contracts for Emergency Ambulance Services, 111 Services, Patient Transport, Women’s Medical Services and individual small health care providers as Acute Performance, Quality Improvement and Contracts Manager.
  + Project Lead for a major change, first of its kind project for Essex County for patient/passenger transport with NHS South East Essex, NHS South West Essex and SEPT (South Essex Partnership Trust).

**Legacy:** Business management, business development, procurement and strict mobilisation of unique projects leaving successful services in place for subsequent, appropriate contract management; Dramatically improved the failing services across an entire County for patients and installed appropriate guidelines and regulations. Assisted in procuring one of the UK’s most successful 111 programmes: NHS tendering service.

# Core Competencies

Project Management, Strategy, Planning, Outstanding Organisational Skills, Risk Management, Goal Setting, Adaptability, Small Business NHS Tendering, Exceptional Service Provision, Analysis, Explaining, Teaching, Mentoring, Crisis management, Procurement, Mobilisation of Services and Business Management Consulting.

# Strengths

### Project / programme management leadership on transformational projects.

### Procurement and service mobilisation of major multi-County change projects.

### Stakeholder / patient management and engagement.

### Ability to work with little or no supervision to ensure project goals are met.

### Ability to form and foster professional relationships and networks.

### Excellent interpersonal skills; Both verbal and written are clear, fluent and concise.

### Ability to understand and interpret policy and contracts into easy to explain context.

### Analytical and able to produce innovative solutions to problems.

### Flexible and creative; Adaptable and able to handle uncertainty.

### Self-motivated and proactive; Has a “can do” attitude.

# Other Information

### Former Financial & Investment Advisor in California.

### Former Paralegal and Office Manager for legal firms in San Francisco for over 15 years.

### Website owner of online retail store (Pre-Amazon) & current owner of several domain names/websites.

# Contact Information

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### Excellent references available upon request