

## **Michaela Firth DipM MCIM**

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### **Evaluations**

Michaela is a font of all knowledge and wisdom as regards both LTC and urgent care arenas. I have used her knowledge and support on several occasions to help me resolve specific issues and have always found her approachable and immensely helpful. I continue to work with her as part of the LTC QIPP project and am sure that with her energy, enthusiasm and knowledge the project will deliver its anticipated quality and productivity aspirations.”

*Gareth Howells, Deputy Director of Nursing, Barking & Dagenham Primary Care Trust*

“Michaela is a dedicated manager who brings energy and new ideas to her work. She is professional and yet manages always to inject fun into her work. A very loyal and hard working colleague.”

*Gillian Prager, Director of Clinical Standards, Engagement and Workforce, NHS Milton Keynes*

“Some people sap your energy, others give you a boost. Michaela is a "booster" in my dealings with her. I've known her for many years and she has an infectious enthusiasm, particularly for all things quality related. She'll focus on the detail and also wrap her head round the strategies. And she's always on the look out to gain knowledge, accept feedback and keep improving her own abilities. As we say in England - "she's a good egg".

*Sarah Fraser, Consultant, author, speaker, facilitator, educator, Sarah Fraser & Associates Ltd*

“I worked with Michaela at the NPDT. We sat on our first day in a very quiet empty office and looked at each other for a few moments....from there we never looked back! Michaela has many talents; one particularly rare is the ability to grasp strategy and long term direction, and also to ensure that the detail is taken care of. She has the ability to meet challenges head on and have her team believe they are unstoppable. Working with Michaela was my most rewarding work experience to date. If you want something done brilliantly this is the person to have on your team!”

*Melissa Beenham, Resource and Information Manager, National Primary Care Development Team*