

Jan Potts

Old Hall, Worston, Lancashire, BB7 1QA

Home Tel: 01200 440773

Mobile:0754 086 2195

Email: janpotts21@googlemail.com



Best-fit roles

I am most suited leading service transformation, business development and the review and redesign of services to ensure they are safe, efficient and productive. I work effectively at both a senior strategic level or in an operational leadership role.

Profile

- An experienced senior manager with over ten years at a senior level in both strategic and operational roles.
- Strong operational management experience with a successful track record of service transformation, transition of services and improvement within complex multidisciplinary environments
- Advanced skills in capacity, demand measurement and analysis and the implementation of improvement sciences to bring about sustainable improvements in a climate of significant change.
- Highly competent at review, redesign and reconfiguration of services ensuring services are safe and fit for purpose
- Competent commissioner of services
- Commercially aware with experience in identifying new business opportunities and developing the bid and case for change.
- With a proven ability to influence, persuade and lead individuals to bring about improvement and sustain transformational change.
- Track record of engaging and inspiring people to achieve demonstrable results
- Fun to work with

Contracts awarded to Jan Potts Limited - December 2008 to present

Senior Consultant for Sarah Fraser Associates - February 2011

International assignment (Canada OHQC)

Supporting the development of the Improvement Facilitator team (150 across the province) and their coaches to deliver regional quality improvement programmes.

Lead Nurse February 2011- indefinitely

NHS Alliance, Clinical Commissioning Federation

This role is working with the newly established consortia to develop the role of senior nurses at board level within the organisations. Working closely with the DH and lead nurses around the UK to ensure that nursing leadership is clearly defined within the consortia groups

Senior Associate Consultant - on going

Hope Street Centre – Centre for Health and Social Care Development

Senior Associate Consultant – on going

NHS Elect – Service Improvement division

Service Transformation and Integration Lead-NHS Western Cheshire Public Health Team September 2010 to March 2011

Following the my successful business case submission to NHS North West within Transforming Community services I have been commissioned to lead the transition of a variety of community services including sexual health services across NHS Western Cheshire into the acute trust ensuring the specification (written by myself as lead commissioner) is implemented and delivered to maximise the improvement in outcomes for patients. Working as partner lead in the programme office my role is to ensure the continuity of clinical services during the transition period. This involves establishing a single point of access and ensuring all pathways deliver in relation to the QIPP agenda

Transition Lead – September 2010 to December 2010

Sefton Integrated Care Organisation

- Acting as lead in the transition of services to the new ICT (integrated Care Trust) in Sefton
- Full review of secondary care, primary care, community care partner services and development of new services structure and framework for delivery of region wide services.
- Full programme office responsibilities

Interim service lead manager May 2010 to September 2010

ISIS Community Care Sefton (NHS Sefton) March 2010 to August 2010

- Acted as service lead during the planned absence of the substantive lead
- Completed to business case for TCS
- Completed a full review of the existing community provision and made recommendations for productivity gains and an improvement in quality
- Reviewed workforce and redesign as required
- Embed quality improvement skills and capability and delivered demonstrable improvements

Lead for Personal Health Budget Programme

NHS Manchester (20 days) concluding on the March 2010

- Led the project initiation and planning of the above for the successful Manchester bid
- Establish key stakeholder groups and develop terms of reference for all 10 work streams
- Reviewed the emerging themes and best practice
- Ensured a robust governance framework
- Developed the understanding of the programme in relation to the deprivation and diversity in the region
- Develop the financial framework
- Inducted the new project manager into her role

September 09/January 10

Regional Lead for Prevention and Early Intervention

Regional Lead for Dignity in Care Campaign

Department of Health/GOYAH (Lateral Leeds)

<http://www.dhcarenetworks.org.uk/prevention/>

Key outcomes and achievements relating to making a strategic shift to prevention and early intervention:

- I led the clinical engagement within health and social care to promote the independence and quality of life of older people were priority outcomes
- Implemented strategies which enable Prevention to be an approach which is relevant across the full spectrum of need - not just 'low level services'
- Supported the engagement of older people so that they are fully involved and supported to co-produce service change
- I encouraged commissioners to consider the different 'returns' that investment in particular interventions will deliver

- Supported the development of a balanced portfolio of investment across the full range of possible interventions
- Commissioned in proactive ways of providing information and advice to older people, including for those who can afford to fund their own care.
- Supported the development of a whole system approach which extends well beyond health and social care is likely to be most effective

<http://www.dhcarenetworks.org.uk/dignityincare/DignityCareCampaign>

The Dignity in Care Campaign aims to stimulate a national debate around dignity in care and create a care system where there is zero tolerance of abuse and disrespect of adults.

It is about winning hearts and minds, changing the culture of care services and placing a greater emphasis on improving the quality of care and the experience of citizens using services including NHS hospitals, community services, care homes and home support services.

My role led the Yorkshire region in:

- Raising awareness of dignity in care;
- Inspiring local people to take action;
- Sharing of good practice and give impetus to positive innovation;
- Transforming services by supporting people and organisations in providing dignified services;
- Rewarded and recognise those people who make a difference and go that extra mile through the National Health and Social Care awards.

Cheshire Partnership -on-going

Supported the commissioning lead and board to commission and contact the 'Safe Place Cheshire': the Sexual Assault Referral Centre (SARC) in partnership with four PCT's, Cheshire Constabulary, Mid Cheshire NHS Foundation Trust, the Local Authorities of Cheshire, Halton and Warrington, The Crown Prosecution Service, the voluntary sector, the local safeguarding children's boards

June 09/September 2010

Public Health commissioning lead - Western Cheshire PCT Public Health Team

- Recommend new organisational form for services following the TCS review
- Reviewed the sexual health services in both the community and acute sector
- Production of service specifications for all services to provide a seamless integrated service
- Developed a local enhanced service to support core services
- Redesigned of services based on needs assessment and equality impact assessment
- Lead on a health needs assessment with John Moores University Liverpool
- Advised on strategies to performance manage these services to meet both national and local targets
- Developed meaningful outcomes measures and KPI's
- Ensured the service provides value for money for the commissioners

July/August 09

Sheffield PCT Public Health commissioning team

- Review and report on CAMHS tier two and three services as they currently exist
- Benchmark against national examples of good practice
- Map capacity to demand and advise on solutions
- Review the skill mix of the service
- Develop a performance framework
- Advise on the specification to move these to incorporate the advice and recommendations within the National CAMHS Review

December 08/May 09

Cumbria PCT

Purpose: Led the commissioning, redesign and reconfiguration of sexual health services across the whole of Cumbria

Key outputs

- Facilitated a needs assessment of sexual health services
- Developed a clear commissioning intention
- Developed a local enhanced service for GP's and practices nurses
- Developed GP champions and GPSI in sexual health
- Developed a community consultant role
- Led the redesign within the provider arm to develop a nurse led integrated service
- Renegotiated acute sector contacts
- Produced a dashboard of vital signs to monitor contacts
- Produced a clear financial business case for 2009-10 commissioning of services

Projects List (a selection)

1. DH Care Networks regional program lead/PCT lead for (PHB's, Dignity, Prevention and Early intervention, Personalisation and Commissioning
2. Productive Community Care with the NHS Institute
3. 'The triple killers program' for HOB PCT. A year long collaborative focusing on CVD, Diabetes, COPD
4. Breakthrough program - raising achievement in failing schools in inner cities
5. Care Miles program to incentivise wellness at work
6. The West Yorkshire program-integrating systems and care pathway redesign
7. Unique Care Program- management of long term conditions
8. Long Term Conditions national collaborative
9. CHD national collaborative-secondary prevention of heart disease
10. The National Primary Care Collaborative-Improving access to primary care collaborative
11. Quality Improvements in Primary Care program (QuiP) Improvement science for primary care
12. Heart Matter program for Pfizer (CVD call and recall programme)
13. Insight into mental health program for Pfizer (depression and schizophrenia)
14. Levelling the playing field- wound and stoma care business development programme

Past Employment History

January 08/November 08

Quest Headed by Sir John Oldham(now Director of Quality and Efficiency at DH)

Principal Consultant

Purpose: To facilitate the improvement of healthcare by creating the capacity and capability for quality improvement.

- Led new business development.
- Led strategic planning, design and operational lead of programs.
- To motivate, influence, inspire and incentivise individuals to deliver services which demonstrably improve outcomes of stakeholders.

Key Achievements

- Co designed and developed the Care Miles programme to support and incentivise wellness in the workforce within the NHS and wider public services
- Co- lead with Mc Kinsey consulting on the productive community care series for the NHS Institute
- Designed and developed and led the delivery primary care collaborative development programme for the Primary care practices in an inner city PCT.
- Designed and delivered a development workshop for Manchester SHA around new opportunities for business models for providers of primary cares services.
- Designed, developed and co-delivered a program of improvement for failing schools in Hackney.

July 07/January 08

**The Specialist Schools and Academies Trust (6 month requested secondment position)
Head of Development Programmes**

Purpose: To research, design and develop of a programme to support children with mental health problems.

Key Achievements

- Strategic development of a school funded program, which supported vulnerable children to achieve their potential, and significantly contributed to the SSAT revenue target.

July 05/July 07

Improvement Foundation (Formerly known as NPDT)

Programme Director ‘The National Education Breakthrough Programme’

Purpose: To build the capacity and capability in schools to enable them to bring about and sustain operational improvements to systems and improvements in outcomes, leading to transformational change. The impact of this improvement would be measured against health outcomes in the future

Strategic planning and operational lead of the Breakthrough series of educational programs.

Key Achievements

- Successfully transferred DCFS funded program to schools funded to an annual value in excess of £250k.
- Delivered improvement in outcomes 4.5 times that of the national average.
- Built up the network of key Local Authorities to develop the work for the coming year.
- Developed and led a successful marketing drive.
- Increased the number of participating schools by 60 % (delegate numbers increases in line with this).
- Developed a new Primary School Programme with expected annual revenue of £250k.

April 02 /July 05

National Primary Care Development Team (NPDT)

Lead Manager-Yorkshire Center

Purpose: To build the capacity and capability in healthcare to enable individuals and organisations to bring about and sustain improvements to systems and deliver improved outcomes for patients, leading to sustainable transformational change.

Strategic Planning and operational Lead of the regional improvement programs across three Strategic Health Authorities including Unique Care.

Additional Responsibilities: Research new business development within prisons (HO), dentistry, pharmacy and schools. Working directly to Sir John Oldham for the next year, I will outline the business opportunities for NPDT within these sectors. Focusing on funding streams and potential areas for significant improvement nationally.

Key Achievements

- Reengineered systems in both hospitals and primary care to provide improved more efficient and significantly improved patient outcomes.
- Developed strong effective relationships and partnerships with key stakeholders throughout the region to facilitate engagement, change and improvement.
- Developed new business from SHA’s in line with strategic plan.
- Developed and led an excellent team.
- Presented and coordinated the bid and presentation for HSJ ‘Primary Care Organisation of the Year’, presented to North Bradford PCT, my host organisation on 2 consecutive years.

Early Employment History – mainly in nursing in private hospitals and then in sales within the pharmaceutical industry

2001- 2002	Senior Regional Business Manager	Futures Resourcing Ltd
1997- 2001	Operational Manager	Innovex /Quintiles International Ltd
1996-1997	Regional Sales Manager	Abbott Laboratories (Regional Manager of the Year)
1995-1996	Community Sales Specialist (woundcare)	Perstorp Pharma

1994-1995	Hospital Sales Specialist (continence)	Coloplast Ltd.
1992-1994	Team Leader (G grade)	BUPA Hospitals
1989-1992	Lead Nurse (G grade)	Nuffield Hospitals
1987-1989	Account Manager	Home Leisure
1984-1987	Clinical Nurse Teacher	Victoria Hospital Blackpool
1983-1984	Junior ward Sister (general surgery)	Victoria Hospital Blackpool
1982-1983	Senior Staff Nurse (Cardio thoracic)	Victoria Hospital Blackpool
1981-1982	Staff nurse (Stroke Rehabilitation)	Royal Lancaster Infirmary
1978-1981	Student Nurse	Victoria Hospital Blackpool

- March 2011 co presenter with Ann Milton MP at The Westminster Forum for the development of a new Teenage Pregnancy strategy
- January 2011 member of the advisory board for HIV commissioning
- December 2010 member of Western Cheshire PCT when awarded PCT of the Year
- 2010 LEAN master class IHM (CPD)
- Leadership in action : UK wide multidisciplinary action learning set
- 2008 MSc Nursing (at dissertation) UCLan
- 2005 IHI (Institute for Healthcare Improvement in USA), Scientific Symposium presenter
- 2004 Unleashing Excellence in Healthcare.
- 2003 / 2004 Transformational Leadership Development. 1 year modular program
- 2004 Complexity in Healthcare conference (Plexus Scientific Institute) Boston USA delegate
- 2003 Post Graduate Diploma Health Care Ethics and Law, Manchester
- 2002 Institute of Healthcare Improvement conference in Florida USA delegate
- 1999 Certificate in Marketing Marlow
- 1997 ABPI (Association of British Pharmaceutical Industries) Distinction (top 5%)
- 1995 ENB 998 Credit Teaching in F.E.
- 1993 Post Graduate certificate in Health Management Studies, UCLan
- 1984 City and Guilds 730 Teaching in F.E. Credit
- 1982 Registered General Nurse
- Member of IHM since 2003
- Member of the RCN since 1978