

Jacqueline Wells

Director



A highly qualified Programme and Project Manager with extensive experience designing and leading IT and business change programmes. With over ten years' NHS and public sector experience, Jacqui has worked with many health organisations, specialising in connecting business need to IT solutions.

Jacqui's skills and experience allow her to lead initiatives from conception to delivery with a full understanding of the process for effective change within organisations. She has successfully delivered several large-scale IT projects across multiple Health and Public Sector organisations including Interoperability, Assistive Technology, WiFi, mobile working, Urgent Care, E-consultation, Patient Online, Care Act and digital dictation. She also has vast experience in the Financial Sector and has managed large scale IT Finance system deliveries, including the development of multiple cases for change.

Specialist expertise:

- Business case preparation - identifying options for change, best-fit technical solutions, and delivery plans for implementation, including cost/benefit analysis.
- Excellent stakeholder management and communication skills across clinical and technical disciplines.
- Creation and management of cohesive project delivery teams including IT, governance, communications, programme and project management.
- Technical evaluation and requirement specification
- Masters Degree, qualified programme and portfolio manager - MSP, ITIL certification, qualified auditor and accountant, security/information governance and business coaching qualifications.

Previous organisations/clients include:

Hertfordshire and WE STP, WE CCG, Essex County Council, ING Investment Bank, London Stock Exchange, Nat West Bank



Wendy Grafton

Senior Change Manager



Masters qualified BSc / MBA programme delivery manager with specialist expertise in change management and business transformation. Wendy has worked in senior or board-level positions across the commercial, public and third sectors. Her experience spans business development, general management and strategic consultancy. Over the past eight years, she has focussed on the health and social care sector to help improve services, to bring best practice and to instil a more commercial approach to the organisations she has worked with.

With a firm belief in the relationship between change management and successful project implementation, Wendy's approach to programme delivery ensures stakeholders are fully engaged throughout so that new technologies are welcomed and used effectively.

Specialist expertise:

- Understanding operational environments to identify key business drivers
- Lean business redesign and change management to complement the use of technology and optimise usage
- Agile project management (APMG Practitioner)
- Stakeholder engagement as the key to delivering successful programmes
- Benefits modelling and realisation
- Business development (MBA)
- Marketing communications and PR (Diploma in Marketing)

Previous organisations/clients include:

West Essex CCG, Essex County Council, Changing Visions Consultancy, MedTech Campus Anglia Ruskin University, Essex Cares, AMPS, Cornerstone Trust, Design in Action, Cosmo PR, Felix Schoeller, Noble Lowndes.



Claire Portelli-Gold

PMO Consultant



An expert PMO professional with over twelve years' experience in a variety of digital innovation projects, clinical system implementations and business change roles.

Claire's career has been centred around programme delivery in the NHS, dedicated to improving Health Care services through technology and business transformation. From her involvement in the early implementations of electronic patient record (EPR) solutions under the National Programme for IT, Claire has gone on to manage large portfolios of programmes and projects for numerous health organisations in London and the South East - most recently, the interoperability portfolio for the Hertfordshire and west Essex STP.

She is passionate about leading personnel and providing the clear direction and support needed to unify teams of people with disparate skills, positively influencing others to achieve strategic objectives.

Specialist expertise:

- PMO design and delivery - around the specific requirements of the organisation and programme objectives
- Project management and delivery - planning with a clear focus on desired strategic outcome
- Cost, time and stage management through robust governance
- Seamless integration of projects into business as usual
- Business coaching, mentoring and process design to complement innovation and business change programmes
- Senior stakeholder management and informed decision making through clear reporting and project analysis

Previous organisations/clients include:

Barnet, Enfield and Haringey Mental Health Trust, Royal Free Hospital Trust, Central London Community Health Trust, Camden and Islington Mental Health Trust, East and North Hertfordshire NHS Foundation Trust, West Essex CCG, Hertfordshire and west Essex STP



Kal Panchal

Senior Programme Manager



Kal is a senior manager who has delivered multi-million pounds projects and transformation programmes from inception and business case to full implementation. He brings over ten years' experience working with multiple NHS organisations and an additional ten years within the private sector.

Kal specialises in programme delivery of IT, Pathology, Managed Services, Information Governance and Capital Programmes. Kal has written ICT strategies, business cases and established PMOs at multiple organisations. He also brings expertise in Information Governance, working with a number of NHS and academic organisations for the purpose of information sharing and research. This has led to improvements to clinical services, better patient care and more effective planning for future services.

Specialist expertise

- Process design and excellence - Lean 6 Sigma Black Belt
- Project and Programme management - Prince 2 Practitioner, Managing Successful Programmes (MSP)
- Information Governance – including ensuring compliance with GDPR
- Risk management - Management of Risks Practitioner
- Benefits Realisation
- NLP Practitioner
- B.Eng. with Honours in Computer Systems Engineering, MBA in International Management

Previous organisations/clients include:

Barts Health NHS Trust, Barking Havering Redbridge University Hospitals Trust, Cambridgeshire Peterborough NHS FT, Queen Elizabeth Hospital FT, Whipps Cross University Hospital, Kings College Hospital, North East London STP, West Essex and Hertfordshire STP, West Essex CCG. Public Health England, Cambridge University, PWC, Fujitsu, Start Design, Enfield College, Founder of Zylex Ltd.



Tito Clark

Digital Project Manager



Since graduating from university with a degree in business management, Tito has gained a wealth of valuable project experience in a number of roles. He is currently developing his skill set by completing the APMG Agile PM Practitioner certification as well as a number of cyber security courses. Tito has a variety of experience in business development, account management and business analytics. He has worked in a portfolio of companies, ranging from start-ups to large multi-national market leaders.

Tito brings an analytical and creative approach to any role. With project experience in business transformation, stakeholder engagement, business analysis and PMO, Tito is a versatile and approachable resource, able to add benefit across programme work streams and ensure a co-ordinated methodology.

Specialist expertise:

- Business analysis – including data capture and manipulation
- Extensive stakeholder engagement – communication delivery and building buy-in for projects/initiatives
- Project management and delivery
- Business development and crafting solutions to achieve desired results
- Data security and solution testing
- Database Configuration (SQL/TSQL)
- Microsoft Office

Previous organisations/clients include:

Hertfordshire and West Essex STP, West Essex Clinical Commissioning Group, AltAssets, Anglian PLC, Brand 21



Tracy Manzi

Programme Manager and Commissioning Specialist



With over 20-years' experience within the NHS, Tracy is an accomplished leader with significant expertise in the design and delivery of strategic change. She also has extensive expertise in shaping primary care systems through the commissioning of services with a proven track record for the practical implementation of national strategy.

Tracy is a confident project and programme manager and uses her significant experience to deliver in a pragmatic and knowledgeable way. Her positive, innovative and collaborative approach is invaluable to gaining support across organisations and stakeholders. Tracy's education includes qualifications in Management and Commerce and professional development in leadership, project management, mentoring, medical contracting and budget management.

Specialist expertise:

- Leadership within complex healthcare organisational environments
- Project and programme management to deliver system-wide transformation
- Commissioning and contracting of public services – budget management and evaluation of efficiency to deliver value
- Implementation of national healthcare guidance and policy
- Negotiation and dispute resolution - up to national working group level
- Strategy development and implementation with specialist experience within NHS commissioning and primary care

Previous organisations/clients include:

West Essex CCG, NHS England.



Kaff Booty

Accountancy and Cost Management Consultant



A chartered accountant with over twenty years' diverse experience working in global corporate organisations, advising business start-ups and undertaking senior roles in both the public and voluntary sectors.

Kaff is able to draw on her varied experiences to approach new projects holistically and provide practical financial solutions. She is passionate in ensuring that financial elements are communicated clearly to all stakeholders, regardless of their financial literacy. She also has considerable international corporate governance experience having served as a director on multiple company boards.

Specialist expertise

- Tax
- Corporate governance
- Transfer pricing and cost charge-out modelling
- Accounting
- Financial planning, control and reporting
- Financial and economic advice

Previous organisations/clients include:

Deloitte, The Thomson Corporation, Thomson Reuters, West Essex CCG



Kay Odysseos

Communications and Stakeholder Specialist



A passionate communications and engagement professional with extensive experience in delivering strategic and business-focused services for a variety of organisations. Kay has worked at a senior level across the public sector including central and local government, NHS organisations and GP Federations.

Kay is an expert in delivering integrated marketing and communications strategies and plans, engagement events, social media campaigns, stakeholder mapping, internal communications, PR and proactive online and digital communications including website content.

Specialist expertise:

- Communications strategy and planning
- Brand awareness and design
- Communications campaigns
- Stakeholder engagement planning and execution
- Multimedia communications mediums including social engagement
- Digital content
- Communications materials and marketing packages
- Project and relationship management

Previous organisations/clients include:

West Essex Clinical Commissioning Group, Stellar Healthcare, Anglia Ruskin Health Partnership, RETHINK Partners, Cambridge GP Network, Healthwatch Essex



Erica Collier

PMO Consultant



A versatile PMO consultant with specialist secretariat skills able to deliver the demanding governance arrangements of programme boards and key programme meetings. Erica works to ensure that the project team is appropriately supported to fulfil their objectives within the appropriate timescale.

Erica is confidently able to support programmes and projects with a multitude of varying administrative tasks and programme office functions. Erica brings significant experience and strengths from her background of operational and investment accounting roles within the international banking sector. Her most recent work as part of a PMO team working on IT/change programmes, implemented for the NHS, has added healthcare as another industry area of expertise.

Specialist expertise:

- Creation and maintenance of programme documentation including risk and issues logs
- Meeting administration - formal agendas, minutes and actions
- Report compilation
- Production of quality products working to strict deadlines
- Planning and milestone tracking
- Logistics

Previous organisations/clients include:

JP Morgan, Bank of New York



Victoria Anderson

Change and Communications Specialist



A people-focussed change and communications specialist with strengths in business transformation, employee engagement, training and development. Victoria has over ten year's change management and people development experience, working predominantly within the healthcare sector.

Victoria enjoys using information in innovative ways to help individuals, teams and organisations understand new ideas; building trust and strong relationships with an audience. Her experience includes organisation-wide transformation programmes within both the public and private sector including IT, structural, regulatory, cultural and process-based change. She has a proven track record for creating collaboration within businesses to achieve results.

Specialist expertise:

- Change management - design and delivery of strategy to build readiness and competence within organisations to embed change.
- APMG accredited Change Management Practitioner
- Stakeholder management - mapping and proactive relationship management
- Creation of innovative communication plans and materials.
- Impact and readiness assessment - creation of practical solutions to overcome resistance and make change easier to deliver
- Content-led marketing - creation of thought-leading content and distribution through web and social media channels.
- Employee engagement - facilitating employee contribution to change, organisational vision and culture.
- People development - experienced facilitator, coach and trainer

Previous organisations/clients include:

NHS, Bupa, Care Quality Commission, Eastern Academic Health Science Network, IVF London, Proservartner



Mary Sharkey

Senior Project Manager



A highly qualified Senior Project Manager with extensive experience delivering IT systems and business change. With over ten years' NHS and ten years' private sector experience, Mary has worked with many health organisations and blue chip companies, specialising in systems procurement, delivery and implementation.

Together with extensive project management experience, Mary has practical experience of program development, business analysis and product testing. This provides her with an in depth understanding of all phases of an IT project from development of the business case, system development, testing, change analysis, training and implementation. She has successfully delivered medium to large-scale IT projects across multiple Health and Private Sector organisations including data warehousing and business intelligence, general electronic prescribing and chemotherapy electronic prescribing, interoperability, document management, blood traceability, case management and patient administration systems.

Specialist expertise:

- Systems procurement – defining business requirements, managing the tender process, evaluating proposals and selecting cost effective fit for purpose solutions.
- Change management – defining the 'As Is' and 'To Be' processes enabling effective transition
- Creation and management of cohesive project delivery teams including requirements analysis, subject matter experts, testing, change, training and delivery
- Excellent stakeholder management and communication skills across supplier, clinical and technical disciplines.
- Technical evaluation and requirement specification

Previous organisations/clients include:

NHS Trusts: - Maidstone and Tunbridge Wells, Kingston Hospital, Princess Alexandra, Torbay & South Devon, Central & North West London, Brighton & Sussex University Hospitals, Barts & The London

Private Sector: - Just Retirement Ltd, Fidelity Investments, Toyota (GB) Plc



Nagesh Batula

Programme Test Manager

Nagesh is an experienced Programme Test Manager and Quality Assurance (QA) professional with a demonstrated history of working across multiple industries. He brings extensive experience of building, leading and transforming teams to meet the requirements of the project.

He specialises in programme delivery of ICT including electronic patient records, patient administration systems, managed services, migration projects and system upgrades. Having helped to deliver clinical and non-clinical systems within the NHS for over ten years, Nagesh has a good working knowledge of the healthcare environment.

Specialist expertise:

- Integration, System, Functional, Regression, UAT, e2e and ETL testing.
- Design and development of test scope, strategy and scenarios
- Test planning including estimation, scheduling and resource planning
- Reporting and governance including test progress and signoff reports
- ISTQB® Foundation Level, ISEB Intermediate Level and ISTQB® Advanced Level Test Manager Certification.
- QTP 9.2 Certification from HP

Previous organisations/clients include:

HMRC, West Essex CCG, East & North Hertfordshire NHS Trust, The London Clinic, The Princess Alexandra Hospital NHS Trust, Central Midland Commissioning Support unit, Charity Aid Foundation Bank, BBC / SIS, Core Logic , T Mobile , British Telecom, Tech Mahindra