

# Lydia Stephens, Consultant, WLP

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Successful Change, Project, Service Improvement and Risk management consultant with extensive experience of working in the healthcare sector within the NHS and Private Sector. With key skills in Process Review and Development, improving Patient Experience and Productivity, Transformation, People Management, and Clinical Governance and Compliance. Lydia is committed to delivering results through skills transfer and working closely with all grades of staff within multidisciplinary teams.

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## KEY SKILLS

### Service Improvement, Transformation and Change Management

- Focusing on patient and customer experience; providing pathway reviews, identifying pinch points, redesigning and implementing Integrated pathways. This improves patient and customer satisfaction, streamlines services and improves service efficiency and effectiveness; always following NICE guidelines and CQC standards.
- RTT process redesign and implementation to achieve targets.
- Managing governance and risk within organisations to improve patient and staff safety.
- Service redesign, working with multidisciplinary teams to understand current processes and practice, both good and poor. Review, transform, redesign and implementation of new practices working with the team.
- Providing staff mentoring and coaching to support and facilitate change.

### Project Management

- Rationalisation and Standardisation of products and services. Working to reduce waste and improve efficiencies within procurement process and practice. Working with systems such as Scan4Safety and the Productive Theatre.
- Redesign and commissioning of services. Ensuring compliancy with CQC standards and legislative requirements of services. Design and managing construction of services.
- Departmental turnaround.
- Managing of PFI contracts.
- Mentoring and coaching of trainee project managers or managers new to post.

### People Management

- Providing guidance and support to organisations, facilitating changes in practice.
- Redesign staffing structures using professional standards and guidance from governing bodies such as NMC, HCPC and AfPP. Implementing rotas.
- Mentoring all levels of staff
- Providing strong leadership

## CAREER HISTORY

A Registered Nurse and Operating Department Practitioner with a Post Grad Degree in Business Administration, at The University of Kent. Lydia has worked in the NHS and Private Sector for 38 years. Commissioned Independent Sector Treatment Centres, worked as an Interim Manager for over 15 years in various large NHS Trusts as a senior manager, which include St. Barts NHS Trust, Kings College NHS Trust, University College London Hospital NHS Trust, The Homerton University Trust, Royal Surrey County NHS Trust, Royal Brompton and Harefield NHS Trust as well as with Spire Healthcare, BMI, Nuffield and Braintree Community hospital. Worked as a Practice Nurse and Product Representative.

## Personal Information

Lydia lives in The Medway Towns in Kent. She spends her spare time enjoying Zumba, dancing, baking, cooking and gardening.

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