

Surrinder Kaur

Profile

A versatile senior manager experienced in regulation and healthcare. Knowledgeable and experienced in the assessment of governance, service reviews and quality assurance. A skilled self starter who enjoys the challenge of working in complex environments and working with a range of partnerships. Effective leader in developing nursing practice. Proficient at regional and consortium level in leading educational commissioning to support workforce development strategies. Proven ability in rapidly establishing high performing teams. A transformational leader and facilitator passionately committed to developing people and improving standards of patient care.

Experiences

2001 – to date Area Team Leader Healthcare Commission

- Led 7 clinical governance reviews in England and Wales in mental health, acute and PCTs'. Resulting in improvements in care.
- Led enforcement action in the private sector resulting in improvement and in voluntary closure.
- Leading and managing a regulatory team to carryout inspections in 100 NHS and Independent sector providers within timescales.
- Quality Assurance of inspections and reviews carried out locally and nationally by regulatory teams e.g. standards of better health, privacy and dignity, learning disabilities, complaints, hygiene code.
- Working with concordat partners to undertake joint inspections and identify organisations at risk. Establishing effective relations with stakeholders e.g. SHA, PPI forums, OSC.

1999 – 2001 Education Consortium Business Manager for Nottinghamshire and Derbyshire Consortium

- Effectively managed £23 million education consortium budget ensuring value for money within the contracting and tendering process.
- Reporting directly to the consortium chair and board. Achievements resulted in shifting funding from acute to primary care, Successfully commissioning education and training to support new roles for the NHS to improve patient care
- Led the development of the consortium 5-year business plan. Key outcomes resulted a significant increase of clinical placements.

1997 – 1999 Deputy Director of Nursing University Hospital Birmingham NHS Trust

- Managed a number of teams to change practice and improve care.
- Led and implemented trust wide strategies relating to nursing, professional development, supervision.
- Investigated critical incidents, complaints, participation in disciplinary issues and hearings.
- Led, facilitated the achievement of £475,000 education consortium bid projects.
- Supported the development of £156,000 Operating Department Practitioner contract.

Previous Experience

- Senior nurse medical directorate
- Trust Professional Development Nurse
- Regional Professional Advisor
- Lecturer in Continuing Education

Qualifications

BA (Hons) Social Sciences
Postgraduate Diploma in NHS Policy & Practice
Diploma in NHS Management
Cert ED/ Teachers Diploma
Midwife
RGN
Prince 2

Projects

- One stop shop felexible sigmoidoscopy service which included writing and running the first nurse practitioner ENB courses for upper and lower endoscopy in conjunction with HEI
- Led, developed and managed the nursing and therapy research development unit with a HEI and successfully obtaining bids for research
- Worked collaboratively with regional funding to develop learning materials resulting in :- Kaur S., Field A., Rowson V., "Clinical Supervision – a workbook" published in the West Midlands Health Authority 1999 (collaboration of 4 trusts)
- Led on the pilot nutrition project resulting in the introduction of ward based hostesses to support the feeding of frail patients.
- Led and facilitated the organisation of several good practice, research and quality confernces.

Facilitation of groups

- Training of reviewers
- Patient and public contribution to Standards for better health assessment
- Facilitated team building and change management in health authority & trusts, private healthcare providers
- Facilitation of groups to develop trust wide stratagies eg nursing, research, education, clinical supervision,audit
- Facilitated & led leadership development think tank days for the Healthcare Commission