

## SUMMARY CURRICULUM VITAE



**Rachael Louise Duff BEM, MIHM**

### **Short Biography**

**Rachael is Co-Director of a Health Services Management company that specialises in:**

- Supporting healthcare organisations through CQC registration and inspections via our companies- Care Consultancy Assist Ltd and Resolve Care Solutions Ltd.
- Supporting the establishment and development of Federations via business planning, service modelling, project planning and financial estimates.
- Support for primary care organisations in competitive tendering and bidding processes including AQP, APMS and other forms of contracting.
- Business planning and business case development.
- Healthcare support including Partnership Agreements and premises issues.
- Organisational reconfiguration and change management.
- Project planning and project management.

Rachael has extensive previous operational, managerial, regulatory/compliance and quality systems experience. She has worked for over 24 years at both junior and senior management levels in both NHS secondary, Social and Primary Care in operational and governance settings as well as in commercial business sectors

Rachael worked up through the NHS ranks developing skills, knowledge and experience at all levels, she also has extensive experience working with the Care Quality Commission as a Specialist Practice Manager Advisor having attended and assisted on over 400 CQC Inspections. Rachael is also a Level 4 Certified Interpersonal, Workplace and Commercial Mediator and trained Expert Witness.

During her NHS career between 1999-2017, Rachael had a number of specific achievements including:

- Turned around a failing GP practice to the highest performing practice in the county
- Supported and won several local bids for NHS tender services
- Supported many local healthcare establishments in meeting CQC regulatory compliance standards
- Supported the practice through several court investigations and hearings with successful outcomes
- Supported a practice through sale and transfer of the business to a large NHS Trust (including compliance, staffing, TUPE, systems and governance change)

#### **Care Consultancy Assist and Private Consultancy**

Since 2016 Rachael has supported many organisations including NHS and Private organisations, in both health and social care settings (Domiciliary, Residential and Nursing Home Care). She has supported with CQC mock inspections with gap analysis comprehensive reports, management and systems support, CQC Registration, Premises Acquisitions and Transfers and support with responding to CQC warning and requirement notices and related systems and change management.

#### **Publications /Presentations:**

Rachael has written several articles for Pulse Magazine talking about the "New Way of Regulating Primary Care" and "The Inspection Process", she has also presented at First Practice Management Conferences in Leeds, London, Reading and Birmingham and individually with several Healthcare Settings around the country.

## Personal Details

Name	Rachael Louise Duff B.E.M
Date of Birth	18 October 1959
Marital Status	Single
Driving Licence	Full and Clean
CRB	Enhanced (2017)
Criminal Convictions	None
Telephone	01482 321021 (Evening) 07975 404952 (Mobile)
Email	rachaelduff54@gmail.com

## Awards & Honours

### Professional

- British Empire Medal (B.E.M)
  - Certificate of Outstanding Achievement
  - Long Service and Good Conduct Medal
  - Northern Ireland Service Medal
- Her Majesty the Queen's New Year's Honours List 1991  
York Business and Secretarial College  
For 19 + Years exemplary Military Service  
2 Tours of Northern Ireland during the conflicts

### Other

- Nominated London 2012 Olympic Torch Bearer (Over 20 separate nominations sent in from two work places and other people, being one the highest amount of single nominations of a Torch Bearer, Source BBC Torch Bearer Live Coverage)
- Nominated National Lottery London 2012 Olympic Park Runner, March 31st, 2012 (My community and charity work story was put forward to the selecting committee for this once in a lifetime event in the National Lottery Sponsored Olympic Stadium 5-mile race, taken place at the official opening of the stadium and finishing crossing the same line as the worlds Olympic champions later the same year.)

## MEMBERSHIP OF INSTITUTES/PROFESSIONAL BODIES /CHARITIES

- Member of the Institute of Healthcare Management (MIHM)
- National Examination Board of Supervisory Studies (Member)
- Associate Practising Member of the Academy of Expert Witnesses (Practising Health Service Consultant)
- Associate Member (UKRM) United Kingdom Register of Mediators (AIMS Certified)
- Dementia Friend (Dementia UK)

## Relevant Professional Qualifications and Training

### General Management, Practitioner and Administrative Qualifications:

- Commercial Mediation Certificate L4 Pass (2015)
  - Interpersonal/Workplace/Community Mediation Practitioners Cert L4 Pass (2014)
  - Foundation Course for Expert Witnesses Pass (2013)
  - NVQ Business Administration III (5 Units) Pass (2006)
  - Mastering Clinical Audit (Edinburgh University) Pass (2006)
  - AMSPAR Certificate in Medical Terminology Pass (2004)
  - Hull College Certificate in Medical Terminology Pass (2004)
  - Pitman Certificate for Medical Secretaries Pass (2004)
  - YBC Diploma for Medical Secretaries Equivalent to AMSPAR Diploma)
  - General Managers Certificate Pass (1993)
  - City & Guilds Communication Skills - Level 3 Pass (1991)
  - Administrative Management certificate - Advanced Pass (1990)
  - Group Trainer/Instructor (Level 2) Pass (1987)
  - Administrative Management Certificate - Intermediate Pass (1987)
  - NEBSS Certificate in Supervisory Management Pass (1987)
- (National Examination Board of Supervisory Studies)**
- City & Guilds Communication Skills - Level 1 Pass (1986)
  - City & Guilds Numeracy Skills - Level 2 Pass (1986)
  - Administration & Communication Skills Pass (1981)

### Other Qualifications

Rachael has many other qualifications in supervisory and administrative roles and is an advanced Microsoft software user, she also has experience in many clinical computer systems including System1 and EMIS

### Training

Rachael regularly keeps up to date with annual training including Safeguarding, Health and Safety, Information Governance (incl GDPR), First Aid, BLS, Fire Safety and other relevant modules to support existing job roles

**Full Details on Request**

## Education

### Education for Promotion Certificate Advanced - 1991 (O-Level Equivalent)

- English Language and Communication Skills Distinction
- Mathematics Distinction
- Administrative Management Distinction
- Geography Pass

### Education for Promotion Certificate Intermediate - 1986 (GCSE Equivalent)

- English Language and Communication Skills Pass
- Mathematics Pass
- Administrative Management Distinction
- Geography Pass

<b>Employment History</b>			
<b>Employer</b>	<b>Dates From and</b>	<b>JOB TITLE AND DUTIES</b>	<b>Reason for Leaving</b>
Bank Practice Manager	July 2017 - Present	As required Management and consultancy/regulatory support on the NHS Bank	In Post - Casual
Specialist Practice Manager Advisor to the Care Quality	Oct 2014 - Present	Specialist Advisor to Inspectors at CQC Inspections (Currently 150+ Inspections Completed)	In Post - Casual
Expert Witness Health Management	2014 - Present	Providing expert witness reports to the legal system (as and if required)	In Post - Casual
Management Consultant	2009 - Present	Own business providing management and consultancy services to the Health Service	In Post - Casual
The Chestnuts Surgery	March 2009 – May 2017	General Surgery Practice Manager	Business Take Over / Role Changes (less responsibility)
Hull Hospitals Trust	2006 TO 2011	Administrator/Medical Secretary/ Supervisor	Progression
Sensor Electronics	JULY 2005- JAN 2006	Quality Systems Administrator	Return to Health Service
West Hull PCT	2004 TO 2005	Personal Assistant to Clinical Governance Director initially, then working on the QOF inspection and review team later 2004 onwards	Contract End
Hull Hospitals Trust - Social Services Department	2000 TO 2004	Office Supervisor, Secretary and Medical Secretary	Progression
Spring Bank Group Practice	1999 - 2001	Read Coder / Note Summariser	Contract
Epicurean Catering Services	1995 - 2000	My own catering business events	Sold to move into the health service
Wembley City Hall	1994-1995	Facilities Manager	Moved from Central London to Hull
British Army	1976 - 1994	Served in Army Catering Services - From entry at private soldier to leaving as Staff Sergeant managing large brigades of chefs and ancillary staff and running complex/busy catering departments	Voluntary redundancy at opportune time and take up commercial