

CURRICULUM VITAE - STEPHEN BROWN

MOBILE 07769 277 997

STEPHEN.BROWN32@NHS.NET



PROFILE

An experienced and proactive professional I have built a successful career working as a senior manager within General Practice. Due to my background and experience I have a wide and varied knowledge of both the public and private sector from doctors' surgeries to dentists.

I have a great deal of experience which has seen me actively involved in project and programme management, interim management, strategy, and service development general practice.

Throughout my career, I have partnered with several practices where I have utilised my skillset to implement, review, improve, rebuild or restructure services, resources and operations.

QUALIFICATIONS AND EXPERIENCE

Qualifications: 2014 CQC – Care Quality Commission: Specialist Advisor

1995 Farnborough College of Technology: AMSPAR Diploma in Practice Management

IT Skills: Trained as an IT Systems Manager

Computer literate with experience of a range of proprietary and custom packages including Microsoft Office (Word, Excel)

Courses: QTD (Quality Team Development) Officer

(Similar to QOF – Quality & Outcome Framework Assessor)

IOSH Health & Safety

City & Guilds – Emergency Care

Basic Life Support

MIMS (Major Incident Management) Trained

Fire Safety Manager

Courses: Medical Assistant Training

First Aid at Work Instructor/Assessor

Defibrillator Instructor

Manual Handling Trainer

Portable Appliance Tester Trained

CAREER SUMMARY

FREELANCE PRACTICE MANAGER CONSULTANT

2016 – Present

For the past seven years I have been fortunate enough to build a successful freelance career working alongside several practices to give advice and support them through any challenging situations and guiding them through CQC inspections. Due to my strong CQC background I was able to help successfully achieve good grades in all domains over a 12-month period.

Over the past five years I have supported practices, with mergers, and restructuring to successfully supporting several practices out of special measures and achieving a good CQC grade.

In addition to working with health practices I have also been involved in leading three dental surgeries within a Harley Street Dental Group through their CQC inspections resulting in passes in all three locations.

In December 2016 I was approached by a Yorkshire based federation in order to help them transition their practice and restructure their management team. Whilst successfully undertaking this task I was also consulting in London for a Healthcare Organisation to identify areas of improvement.

Through my background and experience I have successfully developed a strong set of skills which I am able to utilise to assist both health practices and in providing first class interim practice management support.

PRACTICE MANAGER

2012 - 2015

Based in Bedfordshire I was initially employed as a Locum Practice Manager responsible for supporting a practice whose services were in dispute with the former Primary Care Trust. Due to the success of this transition I was offered a partnership position in June 2013.

During my time as the Practice Manager I worked closely with the partners to ensure the smooth running of practice on a day to day basis.

I was responsible for all areas of practice management from setting up a number of different systems including IT and administration through to training, staff development and recruitment.

Due to my background and experience I accepted the appointment of CQC registered manager for the practice with the responsibility of ensuring the services registered at the centre were available to patients in a timely manner and to the highest possible standards. I led a subsequent CQC inspection and the practice achieved a 'GOOD' grade.

SELF EMPLOYED LOCUM PRACTICE MANAGER

2012 – 2013

Working as a Locum Practice Manager I was engaged to work with several practices across Berkshire and then finally in Bedfordshire.

The roles involved various responsibilities from people management, training and recruitment through to contributing to strategic business decisions pertaining to the growth and development of the practice.

I would always strive to create and build strong working relationships with everyone I worked with in order to develop robust channels of communication therefore ensuring effective dissemination of policies and procedures.

My background and experience meant that I was ideally suited to be involved in Health and Safety, Employment Law and Data Protection along with updating health and safety policy and risk assessments as required.

PRACTICE BUSINESS MANAGER – ATOS HEALTHCARE

2008-2012

PRACTICE MANAGER – CHOBHAM & WEST END MEDICAL PRACTICE

2005 - 2008

PREVIOUS CAREER EXPERIENCE

HM FORCES

1983 – 2005