



## Caroline Alexander, Director, 7House

### CORE ROLE

Caroline is a highly experienced consultant and project manager, having spent 16 years working with a wide range of healthcare organisations to plan, develop and implement their service delivery and programmes of work.

Following a general management career in acute hospitals Caroline moved into consultancy in the pharmaceutical sector working to develop their core business and market share through the development of strategic NHS relationships, identification of market opportunities and alignment of products and key communications with customer priorities.

Caroline has therefore significant insight into the NHS and the evolving market, including the complexities and challenges presented by the new reforms, and the requirements for commissioners and providers to subsequently implement national strategies and programmes of work in response to the key policy, strategic, market/commercial and regulatory issues.

This, combined with her ability to build strong and productive relationships with her clients and their stakeholders, and her understanding of the operational issues of service delivery, has resulted in excellent project outcomes.

### RELEVANT PROJECTS.

- **Commissioning Plans** for a range of services including day surgery, estates, community hospitals, dental and sexual health services for West Kent PCT & Ashton, Wigan & Leigh PCT including the developments of needs assessment, capacity planning and service specifications
- **Intention to Negotiate Bid** for the delivery of Orthopaedic Surgical Services to NHS Plymouth by a national independent provider
- **Transforming Community Services (TCS)** project management of the programme for the integration of Provider Services and associated Business Planning, NHS Calderdale
- **Full Business Cases** for the development of services in twelve different acute hospitals across England
- **Foundation Trust Application**, project management of the FT programme and development of the associated Integrated Business Plan as required by Monitor, North Cumbria University Hospitals NHS Trust

### CORE SKILLS

- interpreting and using guidance, analysis and evidence as drivers to lever change and developments;
- rapidly interpreting and critically analysing context, strategy, data, pathways and processes to develop robust intelligence and assumptions to support decision-making and planning;
- engaging, supporting and working collaboratively and sensitively with a broad range of stakeholders;
- working with clients in a practical, flexible, responsive and challenging way to understand and meet their needs;
- communicating and reporting findings and recommendations appropriately to all stakeholders, including the production of large and significant strategic documents;
- efficiently leading complex and large programmes of work to agreed cost, time and successful outcomes;
- facilitating engagement and collaborative-working across agencies, teams and agendas, identifying the links, synergies and opportunities for integrated working

### CORE EXPERIENCE

- Business Development & Service Transformation
- Commissioning
- Strategic & Business Planning

### QUALIFICATIONS

- BSc (Hons) Management Sciences, University of Manchester (UMIST) (2i)
- Postgraduate Diploma in Management (*Distinction*)
- APBI Examinations (*Distinction*)