**Stuart Dodzo**

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**Profile**

Highly motivated individual with a strong work ethic and ability to work with minimal supervision. Proven understanding and experience of the NHS and social care, research, KPIs, data analysis and reporting.

**Key skills**

* Innovative, critical thinking and problem-solving skills
* Analytical skills and accurate data extraction from literature and spreadsheets
* Leadership, teamwork, networking and effective communication skills
* Excellent organisation and ability to prioritise workload, independent research, interviewing, presentation and report writing skills
* Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook and SPSS

**Education**

September 2019 – Current

Teesside University

MSc Human Factors and Patient Safety

September 2018 – August 2019

Newcastle College, University Centre

BSc (Hons) Health and Social Care, 2:1

* Dissertation title: Person-Centred Planning and ‘Compassion fatigue’ among support workers in young people supported housing, 2:1

CMI Level 7 Award Strategic Management and Leadership

* Developed and applied leadership skills and experience in health and social care settings

August 2018 - Current

ICS Distance learning

AAT Foundation Certificate in Accounting (Level 2)

September 2015- October 2017

University of Southampton

Diploma in Higher Education in Healthcare: Systems, Policy and Research

Developed a broad knowledge and understanding of Policy development and implementation

* Research Assistant for a service improvement project: *Improving the quality of interactions with patients* which involved; collating key documents, liaising with stakeholders and patients, coordinating meetings and adhered to presentation/documentation policies set by the Trust

September 2012-2014

Newcastle Sixth Form College

A level: Mathematics, Biology, Chemistry, As Level Extended Project

Feb 2011-August 2012

Noel-Baker Community School

7 GCSE’s including Mathematics (A) and English Language (B)

**Work Experience:**

April 2019 – Current

Founder – Log4Health Ltd

* Conduct business development work; proofreading professional documents (i.e.) bids, review & analysis of present and future opportunities in the healthcare sector to promote growth of the firm
* Provide urology patient experience and pathways insight to organisations and individuals
* Liaise with clients which include care agency directors and consultants to act as a broker for relevant training (i.e.) bid writing and CQC compliance
* Create and review internal and client professional documents according to set standards
* Taking responsibility of promoting services and responding to questions from potential clients

April 2019 – August 2019

Patient Care Adviser – Connect Health

* Call handling, independently resolving patient queries and accurately updating patient record
* Confidently and accurately completing tasks on SystmOne, eRS and ICE
* Familiar with contract KPIs, their significance in ensuring Connect Health delivers timely, high quality patient care and how they influence the funding allocated to Connect Health by CCGs

December 2018 – May 2019

Student placement (remote working), Healthcare Management consulting firm

* Research assistant role with healthcare finance data analysis and reporting responsibility
* Displayed understanding of NHS financing, current CCG allocation formula, KPIs and other performance indicators, NHS STP programmes and Get It Right First-Time campaign.
* Pharmaceutical company and healthcare products research

November 2018 – April 2019

Volunteer Recruitment Consultant at British Red Cross

* Job description writing, posting on job boards and being the first contact for candidates
* Conducted value-based interviews with candidates via telephone and face to face
* Document checks and processing for new candidates or employees
* Experience of maintaining high levels of staff retention and recruiting suitable candidates

February 2016 - Current

Bank support worker (various environments) – CSG Healthcare

* Providing care and impartial advice; including employment support to vulnerable groups
* Accurately updated case notes to CQC standards, balanced cash books routinely and followed reporting procedures to raise concerns
* Liaised with relevant professionals to ensure continuity of care and deliver tailored support
* Carried out risk assessments to safeguard service users, colleagues and self

July 2015 - January 2016

Cashier at Betfred Southampton

* Processed bets and resolved customer queries to maintain customer satisfaction.
* Applied numerical skills to manually settle bets and winnings. This allowed day to day business to continue when systems were down.
* Carried out financial statement reconciliation after close of business and periodically
* Collaborative team working with colleagues in store and region

December 2014- June 2015

Management Trainee at Northumbria Healthcare Foundation Trust (NHS)

Supported senior improvement and transformation teams to complete internal projects

* Arranged meetings with service managers to update quarterly Trust risk register and presented findings in scheduled Transformation team meetings
* Facilitated transition of CHC team from manual to electronic filing system by applying Lean, PDSA cycle and low-level process mapping principles
* Provided payroll reconciliation (in Excel) support during winter peak periods
* Supported roll out of SystmOne and collected service user feedback for new services
* Managed diary to complete tasks, within set deadlines, when lone working or remote working

**Additional Training:**

Information Governance (2019), Safeguarding Adults and Children, NHS Edward Jenner leadership programme, ILM Time Management, NHS Change Management

**Hobbies and Interests:**

I enjoy watching rugby and socialising with friends. I follow relevant business news to stay informed on recent developments in the industry.