

Samir Dhalla

Operations & Project Manager

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History of implementing successful operational strategies

and procedures ensuring colleagues work within boundaries of their skill sets and company policies

Project & Operational Management, and clinical service experience, with 10 years in progressive roles within private and government healthcare related sectors

Refined relationship-building skills and experience working collaboratively with clients and government organisations at a central and local level

PROFESSIONAL EXPERIENCE

Operations Manager

Webstar Health (a Cegedim company), London, 2014–Present

Joined as a Service Deployment Manager, promoted rapidly through a series of increasingly designated management responsibilities and based on strong operational & service improvement performance. Currently oversee the processing of 200,000 healthcare consultations per month and managing of £3million worth of payments per year.

- Motivated and managed staff during a period of operational change during the company acquisition process.
- Reduced staff turnover rate, by providing training and increasing responsibilities.
- Implemented project management tool (JIRA).
- Reduced operational manual tasks through automation

Principal Healthcare Consultant

Webstar Lane, London, 2014 - Present

Providing project management expertise, advice & consultancy services to the NHS and its commissioners. Develop & implement cost improvement programmes, within and across organisations, using traditional and transformational techniques

- Acted as Principal Consultant on behalf of NHS England/NHS 111 with respect to reducing the number of GP out of hour's appointments in London.
- Engaging with 3000+ Pharmacies in London to deliver a unique service
- Redesign of Optical Pathways in Cambridgeshire/East Lancashire.

SKILLS

Change Management

Project Management

Budget Planning

Consulting

Cost Improvement/Savings

Line Management

Advanced Leadership

Service Redesign

Software Implementation/Deployment

Clinical Knowledge (Pharmacy, Oncology, Cardiovascular, Patient Services, Homecare, Clinical Trials)

HIGHLIGHTS

Budget Management to **£35 million**

Led the implementation and management of a new service entity for UK's Largest Hospital Trust

Hired and trained more than 30 employees

Outlined an innovative new business product with a potential revenue of **£4 million/annum**

Successfully project managed and implemented a healthcare service improvement tool **saving the client £2-3 million/annum and improving patient outcomes**

EDUCATION

PRINCE 2 Practitioner in Project Management, Axelos Global Best Practice, London, England

Masters of Pharmacy, University of Portsmouth, England

Senior Patient Services Pharmacist (Contract)

Guy's & St Thomas Hospital, London, Aug 2014 – Oct 2014

- Supervising Pre-Registration Pharmacist & Pharmacy summer students
- Supervising Band 6 Pharmacists and Diploma Pharmacists
- Accredited Clinical Trials screening & checking Pharmacist
- GCP trained
- Accredited Pharmacist for Oral Chemotherapy screening/checking
- Managing Dispensary Workflow

Lead Satellite Pharmacist (Contract)

Moorfields Eye Hospital, London, Jun 2014 – Jul 2014

- Preparing groundwork to set up a new satellite Pharmacy at the Olympic Village in Stratford
- Analysis of Data trends and prescribing habits of Moorfields Eye Hospital Consultants
- Preparation of stock list and Quantities of Drugs required at New Satellite Pharmacy
- Opening up the service and providing operational direction to nurses/healthcare assistants

Cardiovascular Pharmacist (Contract)

Guy's & St Thomas Hospital, London, Oct 2013 – Apr 2014

- Responsible Pharmacist covering two Cardiac wards and one Vascular ward
- Ensuring Cardiac Guidelines are adhered to by all staff at ward based level
- Counselling patients on long term Antiplatelet use following a Cardiovascular Event
- Ensuring all prescribing by Doctors is directed towards achieving optimum pharmaceutical care for patients

General Manager – Outpatient Pharmacy

Guy's & St Thomas Hospital (Sainsburys), London, Nov 2012 – Sep 2013

- Directly managing a team of 25 members across 2 sites
- Departmental SOP creation
- Managing monthly spend budgets with respect to contract staffing
- Managing a Drugs budget in the region of £3 million/month (Turnover £40 million/Annum)
- Financial Reporting & Service Auditing
- Designated Educational Trainer for mid-level career Pharmacists and newly Qualified Technicians
- Recruitment Process Management
- Creating weekly staff work schedule patterns for a 100 hour/week business

Accreditations

Good Clinical Practice and the Medicines for Human use Regulations,

Kings Health Partners Clinical Trials Office, London

Accredited Clinical trials Pharmacist

Screening/Checking, Guys & St. Thomas Hospital, London

Release of IV Chemotherapy Products,

Healthcare at Home, Burton on Trent

Clinical Trials Screening/ Checking,

Royal Marsden Hospital, London

Oral Chemotherapy Screening/ Checking,

Guys & St. Thomas Hospital, London

FPGEC Foreign Pharmacy Graduate Equivalency Certificate (USA)

National Association of Boards of Pharmacy (NABP)