



TRICORDANT

Equipping Organisations to be Whole and Healthy

www.tricordant.com

Sue Heatherington Profile

Career Background

- Over 17 years senior health service experience in England and Wales in both primary care and executive leadership
- Founding Chief Executive of Wokingham PCT 2001-05 achieving high ranking for service quality, staff satisfaction, innovation and governance both regionally and nationally
- Chief Executive of Swansea Local Health Board from 2005-08 paving the way for system wide transformation and the development of clinical leadership
- Previous experience in consultancy and voluntary sector leadership before entering the NHS, including work for a variety of small and medium sized enterprises, charities supporting those who are homeless and church leadership
- Sue has a first class BA honours degree in overseas development, an MSc in agricultural economics and substantial university research experience. She is a full Member of the Institute of Healthcare Management and is currently undertaking an IFC and EMCC accredited postgraduate diploma in advanced executive coaching



Whole Systems' Leadership Experience

- Founding member and co-chair of the West Berkshire Partnership Board, whose achievements include significant breakthroughs in whole system working in orthopaedics, ophthalmology, long term conditions and mental health care
- Health lead for the only Children's Trust pilot site in the Thames Valley
- Led the development of a region-wide IT based emergency capacity management system, which substantially improved emergency admissions and performance across all 5 acute hospital trusts, 3 ambulance services and 15 PCTs
- Led *Reshaping Mental Health Services in Swansea* achieving a high degree of stakeholder involvement, particularly with users and carers
- Local Health Board regional lead for public health transformation and national lead for secure mental health services strategic review in Wales
- Championed clinical leadership and clinical engagement in both England and Wales as crucial ingredients for sustainable health service improvement
- Sue established Waterside Consulting, a leadership consultancy and coaching practice in March 2009 (www.waterside-consulting.co.uk)

- 8 years' experience in the manufacturing and process industries.
- 6 years' providing technical process solutions to industrial companies.
- Worked as a self-employed consultant before joining Tricordant in 2006.
- Experienced in process reviews, stakeholder management and business development.
- Working with Tricordant as an Organisational Design and Development consultant.
- Graduated as a Chemical Engineer from the Durban Institute of Technology in South Africa
- Completed a Masters of Business Administration (MBA) at Brunel University
- Member of the Association for MBA's

- 2 Years as a consultant with Tricordant Ltd specialising in whole systems organisational design and development
- Major client strategic management and organisation development projects with:
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