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Dear Miles.

During the past 7 years, I have been your Service Manager within Central Norfolk Acute Services and, latterly, community services. Before you leave NSFT on 30.4.2015, I wanted to take this opportunity to recognise the exceptional work you have undertaken for us.

During 2011/12, your calm, committed and authoritative presence provided a source of reassurance for colleagues, during the re-organisation of Acute Services. Your piloting of the revised care planning and positive risk taking processes enabled the service to manage peaks of demands. Furthermore, your willingness, at very short notice, to manage the out of area hospital placements in late 2012 demonstrated your flexibility and creativity, when managing very complex clinical presentations and team dynamics. You demonstrated an exceptional level of skill and clinical knowledge, which enabled senior colleagues to trust and rely upon your judgement to make clinically sound and relevant decisions in the best interests of service-users. Direct positive feedback was received from the Suffolk Operations Manager, the Priory Group, Veno Sunghuttee and the Norfolk Director of Operations.

With my support, you have progressed to being only one of 32 clinicians to achieve Approved Clinician status, under New Ways of Working. Your role was instrumental in developing the ideas for, and the implementation of, the first Approved Clinician pilot project in East Anglia. Your work as a Responsible Clinician has been of the highest standard, both clinically and strategically. Very positive feedback was obtained by Emma Louise Clayton, from service-users, hospital managers and staff. This acknowledged that you have been incredibly supportive, flexible and measured during the pilot, whilst successfully meeting a range of KPIs. The business case has also been impressive, in terms of a significant reduction in bed occupancy levels, increased collaboration with GPs and the NNUH, alongside very positive engagement with CTO service-users and their carers.

Given the current climate, it was disappointing that the Approved Clinician pilot project was not regularised into a substantive role. You have worked incredibly hard and your commitment is reflected in you have taken only one day's sick leave during the past five years.

I would like to thank you for your diligence and clinical expertise. It has been a pleasure to have you working for us.

Kindest regards,



Del Mitchell
Service Manager, Central Norfolk ASL

