

Wendy Sayan, Programme Manager (Unscheduled Care)

I am currently in post as Programme Manager with the responsibility of managing and leading a program of service improvement work to achieve the goals of the Unscheduled Care Programme.

I have been employed within the NHS for nearly 30 years and have gained a wealth of experience across many areas. My career started out in General Practice and I then moved on to work across Primary and Acute Care sectors in various posts including Risk Management, Service Improvement and Patient Safety. I was also fortunate to have the opportunity to work at a national level with NHS Healthcare Improvement Scotland as part of the Scottish Patient Safety Programme coaching and supporting teams in other Boards to implement key safety interventions through the use of quality improvement tools and techniques. More recently I undertook a different role as Service Manager for Child and Adolescent Mental Health Services, where I was able to apply in practice my experience of quality improvement methodologies to improve the services delivered to Children, Young People and their families.

I graduated with a BA in Business Management and am educated to Masters level with an MSc in Organisational Leadership. I am also a qualified and experienced Improvement Advisor (Institute of Healthcare Improvement (IHI)). Through my career working across multiple teams I developed a keen interest on the people aspect involved in service improvements and change management and as such chose to focus my personal development and further learning on the development of people which has in turn led me to qualify as a Business Coach. Through my coaching and Improvement Advisor experience I aim to help and support people and teams to develop and achieve their full potential. I am committed to facilitating change at both a personal and organisational level giving consideration from a system perspective as well as the implications for the people elements of change.

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