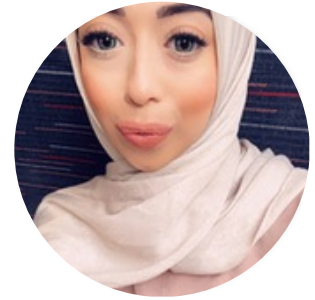


Career case studies

Deputy Regional Manager – Ilford, Barking and Essex

Rumi's career with us began in 2016, when she joined as a practice receptionist. Since then her career has flourished and she is now the Deputy Regional Manager for Ilford, Barking and Essex.



Can you tell me a little bit about yourself – what do you enjoy doing in your spare time?

I have been married for two years, and together with my husband we moved from London to Southend-on-Sea two years ago to be more in the countryside away from the hustle and bustle of London, but as I come from a big family I'm still a regular visitor to London. I really enjoy travelling and fitness, love cooking and enjoying different cuisines from around the world.

What's your current role and responsibilities?

I am currently the Deputy Regional Manager for Ilford, Barking and Essex. My role consists of working and supporting the managers across the practices in the region, ensuring KPIs are met, the surgery is running smoothly and the practice managers are supported. I act as a senior leader for the three sites, working closely with my regional manager. I co-ordinate the operational delivery of other services in the primary care sites with the practice team, engaging with staff, patients and local commissioners.

How did your career progress?

I originally worked in the retail section. My journey started as a practice receptionist at Canberra Old Oak Surgery in 2016. My career quickly progressed as I became assistant practice manager for Canberra Old Oak Surgery in North West London and the following year, I took on the role of assistant practice manager for Cassidy Medical Practice too, working closely with the North West London sites and managers.

I soon realised how much I loved working in primary care, helping to deliver the best care to our patients and working closely with my team and colleagues. In 2021 I relocated to Southend on Sea and became practice manager for The Practice Leecon Way and The Practice Hawkell. I inherited an amazing team which has always been so supportive. I have loved my role as practice manager and am very proud of the strong team we have become. I am looking forward to taking on my new role as Deputy Regional Manager and working with my regional manager Reena Gonsai, who has supported me so much in the last four years.

What attracted you to work in healthcare?

I got good grades in my A levels and had two career options, either banking or healthcare. Seeing how much healthcare does, and with primary care usually being the first contact with healthcare, it's nice to know that I'm in a rewarding job.

What have been your biggest challenges?

One of the biggest challenges has been making the move from London to Southend. This has not only been a big change for my career but also for my personal life. My family still live in London but I am very grateful for the opportunities that I have been given.

What are your highlights?

Within six years I have seen a really big growth in my career, I've worked all over London. I have been really supported by my manager. Moving to Southend and my role there as practice manager has been a real highlight., I am always looking for people to develop in their role. I don't think age should stop anyone getting into a healthcare career. I'm very thankful for these opportunities. I believe that you have to get your hands dirty and I wouldn't want my staff to do anything I wouldn't do.

Future – what's next?

I look forward to developing my career wherever the company takes me. There's always room for development and there is also room for opportunity. One thing I do know is that if you are ever stuck, there is always support available, you will be listened to and you have the flexibility to manage your own team.