

## Career case studies

### Director of Quality & Performance

Tahira Kamran joined as an administrator at the Edith Cavell surgery in Streatham, South London in 2007, Tahira is now playing a key role driving forward our use of tech and data as Director of Quality and Performance.



Over the past 15 years, Tahira's career has taken her from reception/administration to practice manager, from regional manager to Director role, powered by her passion for healthcare innovation and helping everyone reach their true potential. Married with twins, Tahira's way to relax when she has time is by catching up with Netflix and cinema!

#### What's your current role and responsibilities?

"In 2016, I stepped out of practice management and operations into my current quality and performance role, using my operational experience to help drive performance, data quality improvements and learning across our organisation.

Day to day, I lead on the development and updating of our EZ Analytics performance dashboards. This is complex but really important as it supports our operational teams and leaders with the best possible data to review practice performance and related quality improvement efforts. I have a growing team of talented individuals around me, who help to ensure that we deliver good and accurate data to the business and to external stakeholders too.

I also work closely with our Business Intelligence team to develop new analytics apps, mobilising projects including new contracts and providing demos and training to new customers. Quality and performance is also a large part of my role, for example making sure our practices can access standardised clinical system resources and providing support in areas such as recalls, housekeeping work and producing performance data.

### How did your career progress?

I was recently married, relocated to UK and was looking for an NHS role that would allow me to work in a clinical environment. I started in 2007 as an administrator at Edith Cavell Surgery in Streatham, becoming assistant practice manager in 2008 before promotion to full practice manager a year later. In 2011, I took up the role of senior manager, supporting local practice managers and in 2014, I stepped up to become regional manager for Lambeth. With the launch of AT Tech and AT Learning, this was when my job really started to change from practice and operational management, and into the world of tech and learning.

### What attracted you to branch out into tech and learning?

I have always liked doing new things. In my operational role, I found using lots of different systems in our practices frustrating, combined with trawling through reams of spreadsheets to understand and act on our data. So around 2016, I started working with colleagues including Alireza to design our own systems. Now, six years later, we have EZ Analytics being used across the country, driving better patient care and making our model and delivery more effective. Alongside the technical build, it was also obvious we needed to provide training and learning for our staff, and I've enjoyed my role in delivering this through our training division, AT Learning.

### What have been your biggest challenges?

Some of the biggest challenges I have faced have been the most rewarding. During my employment with AT Medics, I led on securing ISO:9001 and ISO:27001 certifications and implementing the SAGE financial software across multiple practices. Gaining Investors in People accreditation, registering the organisation with the CQC and being part of some initial CQC successful inspections were few major challenges in terms of scale and complexity but have been the most rewarding. I have never experienced any major issues as everyone here shares the same vision and I have never felt I have had to battle with colleagues or senior leadership.

### What are your highlights?

Definitely developing people as well as operational expertise. A few of my previous team members, like Bilkis Akhtar and Katie Rack, have moved onwards and upwards from their original roles and it's great to see and to have played a part in that. It's really all about leading and helping people to understand and achieve their full potential at whatever level works for them.

### Future – what's next?

At the moment, I am really excited about the expansion of EZ Analytics, about how we can maximise its potential both clinically and as a business intelligence tool. There's so much more to come, and I am so excited about the opportunities we have to really transform primary care.