

CMI APPRENTICE OF THE YEAR 2021 - WINNER



Dr Deepak Ravindran, Consultant and Clinical Lead for Pain Medicine, Royal Berkshire NHS Foundation Trust Chartered Manager Degree Apprentice

Deepak undertook the Chartered Manager Degree Apprenticeship with Henley Business School, which offers the opportunity to work toward Chartered Manager status. This was whilst working as a medical Consultant during the height of the COVID-19 pandemic.

ADDING VALUE TO PATIENT CARE

After starting in his current role with the Royal Berkshire NHS Foundation Trust, Deepak identified gaps in his management knowledge.

“As a clinical lead, my role necessitated knowledge of budgets, recruitment and retention which is not really taught in clinical careers.”

Deepak therefore decided to undertake the Chartered Manager Degree Apprenticeship (CMDA) which allowed him to complete his studies alongside his work. This opportunity was offered by his employer and delivered by Henley Business School as a means to adapt Deepak’s role to best meet healthcare needs.

“CMI’s apprenticeship model struck me as a compact and comprehensive way to understand how to bring elements of Management and Leadership into my clinical work. I saw that it could enable me to improve team working and quality of patient care.”

By utilising his training, Deepak has been able to put the innovation of patient care at the forefront of his work.

“Management and Leadership training has allowed me to understand the role of digital innovation within my own department. I am the first clinician in the country to introduce a digital pain management programme entirely.”

BUILDING A SUSTAINABLE WORKPLACE

For Deepak, one of the greatest takeaways from his apprenticeship was the value of emotional awareness in leadership.

“Often it’s not about the processes you implement as a healthcare leader, it’s about the people that you interact with. Whether it’s a patient, a peer, or even your superior, having emotional intelligence is a powerful tool to understand how to navigate a given situation.”

Deepak has applied this learning directly and improved outcomes for staff as a result.

“The jewel in the crown for my CMDA is the setting up of the Berkshire Longcovid Service. This involved leading and managing a team from various departments across organisational boundaries and setting up a service within 5 weeks with £500k of NHS funding.

The service has now seen close to 1000 patients and has set a standard for collaborative working across traditional healthcare silos and integrating care.

Using my training, I recognised the need to focus on each team member as an individual and manage them differently. Without this emotional understanding of myself and my team, I would have not taken the correct steps at the appropriate time.”

Deepak has integrated this style of team management into his approach to staff recruitment and retention.

“As a consequence of understanding Management and Leadership, I have looked closely at the context in which we recruit and retain people. I collaboratively coach new staff on their intrinsic motivations and align these with elements of organisational strategy.”

MAKING THE MOST OF SUCCESS

Deepak has certainly reaped the rewards of his hard work since completing his course.

In 2021 Deepak was awarded both CMI’s Apprentice of the Year and the Federation of Awarding Body’s Learner of the Year.

Added to that, Deepak became a first-time commissioned author in March 2021; he feels that the skills developed on his course are what enabled this success.

“The apprenticeship gave me the confidence to pitch to a major publisher on my book idea about patient care.”

Now that Deepak has reached the end of his apprenticeship, he is working toward Chartered Manager status.

“As far as my professional development is concerned, Chartered Manager status will be the culmination of the work that I have put in over the last three years to develop myself. I will utilise this status by having discussions with other industry leaders to help me learn how I can improve efficiency and productivity in my team.”

ABOUT THE AWARD

The CMI Apprentice of the Year is awarded for significant progression and consistent commitment to personal and professional development, providing a positive impact for both their employers and fellow apprentices. Find out more by visiting this [webpage](#).