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# Rowena Thomas - Supply Chain, Logistics & Transport (North & Mid Wales)

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## Entry details

### Summary Overview

I would like to nominate Rowena Thomas, Regional Supply Chain Manager (Denbigh Regional Warehouse) for the HCSA Procurement Excellence Award.

Rowena has continually looked to develop and progress throughout her NHS procurement career and has very quickly progressed through the ranks over the last 15 years. She goes above and beyond every day to support the delivery of the operational supply chain, logistics & Transport service to the service users; Betsi Cadwaladr Health Board, Powys Teaching Health Board & Welsh Ambulance Service Trust (North Wales) whilst looking to improve the service provided to the service users and ultimately supporting patient care and outcomes.

The NHS Wales Shared Services Partnership has 4 core values: Working together, Listening & Learning, Taking Responsibility and Innovating. I can safely say that Rowena completely embodies these core values in all that she does both professionally and personally. Rowena is also a firm believer in getting it right first time and is very keen to help others. Rowena has never been one to shy away from a challenge and always looks to improve herself, her team and the service provided to the stakeholders.

Rowena has quickly become very well respected by her team, colleagues and peers within the Supply Chain, Logistics & Transport Team at Denbigh and also within the wider Procurement Service Teams across Wales. This is no surprise given Rowena positive 'can do' attitude, enthusiasm, professionalism, knowledge, expertise, compassionate leadership style and her commitment to make a difference within NHS Wales and to ultimately support the Welsh Health Boards and Trust to improve the quality of patient care.

Rowena has faced many changes to the service and management structure within NHS Wales Procurement over the years and has always embraced the changes and looked for the opportunities to develop herself, the team and ultimately looked to improve the service provided. Rowena has always supported the Senior Management Team to deliver the operational service and implement changes in working practices.

The operational team at Denbigh see Rowena as the go to person to help resolve any operational related issues as Rowena very approachable and will always take the time out, even when very busy herself, to provide advice and guidance. They also see Rowena as a role model and mentor both on a professional and personal level. Rowena's compassionate leadership style is clearly making a difference at all levels within her Team as is her lead by example approach.

In summary Rowena is very capable and conscientious professional and is very respected by her colleagues and peers not only within the NHS Wales Shared Services Partnership, Procurement Services but also within the Health Boards & Trusts in Wales. Rowena has developed and established excellent relationships within the Supply Chain, Logistics & Transport Team, leading to demonstrable benefits. I firmly believe she should be recognised for her hard work, dedication, effort and consistent performance.. I firmly believe she should be recognised for her hard work, dedication, effort and consistent performance.

I wish to nominate the following person (or group/organisation) for award. I understand that by submitting this nomination I declare that the information I have provided is – to the best of my knowledge – accurate and complete. ✓

Nominee	Rowena Thomas
Nominees Job Title	Regional Supply Chain Manager
Nominees Email Address	rowena.thomas@wales.nhs.uk
Nominees Organisation	NHS Wales Shared Services Partnership - Supply Chain, Logistics & Transport
Nominees Region	Wales
Nominees Telephone No.	+441745818200

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## Supporting Info

### Supporting Statement

Rowena started her Procurement career within NHS Wales in 2007 as an Apprentice Buyer within the North Wales West Wales NHS Trust and has provided invaluable procurement guidance and support to the Health Boards & Trusts in Wales in her various posts; Assistant Buyer (Welsh Ambulance), Trust Buyer (North Wales Business Support Partnership), Category Buyer (North Wales Business Support Partnership), Procurement Business Partner (NHS Wales Shared Services Partnership), Senior Procurement Business Partner (NHS Wales Shared Services Partnership) and more recently since 2020 as the Regional Supply Chain Manager based at the Denbigh Regional Warehouse (NHS Wales Shared Services Partnership).

Rowena has continually looked to develop and progress throughout her NHS procurement career and has very quickly progressed through the ranks over the last 15 years. She goes above and beyond every day to support the delivery of the operational Supply Chain, Logistics & Transport service to the service users; Betsi Cadwaladr Health Board, Powys Teaching Health Board & Welsh Ambulance Service Trust (North Wales) whilst looking to improve the service provided to the service users and ultimately supporting patient care and outcomes.

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Before joining the Supply Chain, Logistics and Transport Team Rowena worked within the NHS Wales Shared Services Partnership, Procurement Services Frontline team. Her work on Medical category projects included a savings plan of around £1million for the financial year 2019-2020, this included working on standardisation, working with colleagues in the Sourcing Team to ensure contract compliance and renewal of contracts for commissioning of services. Rowena has also undertaken complex procurement projects to achieve savings and to ensure governance. Supported the medical devices capital programme and has led on capital schemes.

Rowena has been and continues to be a key player in the modernisation of the stock inventory management systems within the 3 acute hospitals sites in Betsi Cadwaladr Health Board: supporting product standardisation and delivering cost avoidance

savings for the Health Board also supporting the implementation of the automated inventory systems into Theatres. Rowena now is a key part of the NHS Wales Scan4Safety Implementation Team looking to improve patient safety and outcomes.

During the Covid Pandemic Rowena was instrumental in supporting the Health Boards & Trusts response to the health emergency. Rowena led on the procurement of the clinical and non-clinical equipment required to kit out the Health Boards Field Hospitals and supported the creation of PPE Hubs across the Betsi Cadwaladr Health Board. During the pandemic she worked closely with the Health Boards PPE leads in Betsi Cadwaladr & Powys Teaching Health Boards to ensure they had sufficient PPE stocks to protect their staff. Since joining the Supply Chain, Logistics & Transport Team at Denbigh Rowena has managed the Health Courier Services Team to ensure the timely and efficient delivery of the Covid Vaccines, associated consumables and PPE to the numerous mass vaccination centres and community vaccination centres with Betsi Cadwaladr Health Board.

Rowena has quickly become very well respected by her team, colleagues and peers within the Supply Chain, Logistics & Transport Team at Denbigh and also within the wider Procurement Service Teams across Wales. This is no surprise given Rowena positive 'can do' attitude, enthusiasm, professionalism, knowledge, expertise, compassionate leadership style and her commitment to make a difference within NHS Wales and to ultimately support the Welsh Health Boards and Trust to improve the quality of patient care.

As well as managing the operational service delivery Rowena has delivered against the objectives and prioritise set out in local and national Supply Chain, Logistics & Transport Team workplan, a few key achievements:

- Improved the culture of staff engagement with the creation of regular Staff Focus Groups to encourage staff feedback at all levels to generate ideas for improvement. Fostering and improving relationships with staff side colleagues.
- Developed & implemented Supply Chain service improvements to improve product availability and warehouse first pick efficiencies. The warehouse is currently working at a 99.7% first pick efficiency rate vs. 97.1 in 2021.
- Improved engagement with key stakeholders via regular service review meetings.
- Further integration of the Supply Chain & Health Courier Services Teams in North Wales through collaborative working e.g., Review of transport schedules, training opportunities, secondment opportunities & inclusive Team Briefs.
- Retained the following standard accreditations & certifications - ISO9001 Quality, ISO45001 Health & Safety, Customer Service Excellence, STS Food Safety.

Rowena has faced many changes to the service and management structure within NHS Wales Procurement over the years and has always embraced the changes and looked for the opportunities to develop herself, the team and ultimately looked to improve the service provided. Rowena has always supported the Senior Management Team to deliver the operational service and support the strategic objectives & priorities.

The operational team at Denbigh see Rowena as the go to person to help resolve any operational related issues as Rowena very approachable and will always take the time out, even when very busy herself, to provide advice and guidance. They also see Rowena as a role model and mentor both on a professional and personal level. Rowena's compassionate leadership style is clearly making a difference at all levels within her Team as is her lead by example approach.

In summary Rowena is very capable and conscientious professional who leads by example and who is well respected by her colleagues and peers not only within the NHS Wales Shared Services Partnership, Procurement Services but also within the Health Boards & Trusts in Wales. Rowena has developed and established excellent relationships within the Supply Chain, Logistics & Transport Team, leading to demonstrable benefits as outlined above. I firmly believe she should be recognised for her hard work, dedication, effort and consistent performance.

Your Name	Mike Burns
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Your Organisation NHS Wales Shared Services Partnership - Supply Chain, Logistics & Transport

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