

Katherine Keighley - **Curriculum Vitae** - 16A Grove Lane, Headingley, Leeds. LS6 2AP

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## **Personal Summary**

I am a retired Registered Nurse (RGN).

Previously, I was a RGN at Leeds General Infirmary for 25 years

In my roles as a RGN involves looking after many patients and learned how to maintain their dignity and support them to the best of my ability. I have experience of working in a patient focussed environment; Good communication skills; Time management and demonstrable organisational skills; I have IT skills and maintaining records.

Work Experience - I have many years of experience in the following areas;

- Scheduling patient appointments
- Greeting patients warmly upon arrival
- Settling them in and collecting consent and medical history forms prior to treatment
- Ensuring patients are relaxed and comfortable.
- Keeping waiting patients apprised of the schedule.
- Liaising with the nursing, clinical and technical teams regarding individual patient.
- Performing general administrative tasks in between interactions with patients and staff.
- Telephone management including booking and rescheduling appointments
- Liaising with patient co-ordinator to ensure accurate and up to date patient information on systems
- Ensuring the clinic is clean and tidy at all times.
- Ordering staff subsistence for meeting.
- Follow all practice systems and procedures

I am looking for an opportunity to build a new career outside nursing. I like to work in a friendly and sociable environment. I have good communication and customer service skills, high level of attention to detail and keeping patient satisfaction in mind. Through nursing I have developed excellent professionalism and I am able to work intuitively and adapt to change.

I am good with a big range of tasks, including serving customers and I have always maintained the necessary dress and hygiene standards.

I have been a nurse all my working life I am familiar with taking pride in whatever I do and carrying out everything to the highest standards. I will how to process payments and recording daily takings.