

## Real-life story - Hayley Leckie

Hayley was part of the first group of health advisers at the NHS 111 for Cambridge and Peterborough. She likes the flexible working hours and has progressed quickly within the service.?



Hayley Leckie Quality and improvement lead  
**Employer or university** Herts Urgent Care  
**Salary range** ?20k-?30k

### How I got into the role

In 2013, I was working as a legal secretary and looking after my two children, who were both under two years old at the time. I needed to find a role that would fit in with my family life, so I started to look for roles with flexible working hours.

I found a role at the NHS 111 service for Cambridge and Peterborough. In fact, I was part of the first group of health advisers to join the new service.

I really enjoyed the role and quickly started to progress. After only six months, I applied for an additional coaching role, then I became a 'floor walker', helping the shift manager.

A year after I started, I became an auditor and, three years after joining Herts Urgent Care, I progressed to become a shift manager.

Now, I'm a quality and improvement lead for the Cambridgeshire service and I'm also a trainer.

### What I do

A typical day usually starts with a list of jobs that need doing, but this often has to wait due to urgent priorities coming up.

I pick up calls from health advisers who might have struggled during the previous night. This could mean they had a difficult call and did not perform as well as possible, or they need guidance on how to handle a situation better. I make sure that plans are in place to support them in their roles going forward.

A year after I started, I became an auditor and, three years after joining Herts Urgent Care, I progressed to become a shift manager.

## **The best bits and challenges**

I am proud of the work I do, and find it especially rewarding if a health adviser I have helped can progress to handling difficult calls more confidently.

I enjoy the fast-paced nature of the job and feel very supported by my team.

But, naturally, there are also challenges to the role, including making sure that all calls get audited on time if there has been a high call volume, and making sure new starters perform well and feel supported in their new roles.

## **Life outside work**

I love spending time with my family and friends and enjoy the flexibility my role gives me to do so. If my children have assembly at school, I can fit it around work and attend. Family is a big part of my life which helps me to switch off and have a good work-life balance.

## **Career plans and top tips for others**

I recently undertook a secondment as a contact centre manager for five months in the Luton and Bedfordshire service. I was able to help develop the newly-formed service and it was a good career opportunity for me.

---

**Source URL:** <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/integrated-urgent-care/nhs-111-team-leader/real-life-story-hayley-leckie>