



**City and Hackney
Community Health Services**

CHYPS Plus
The House
Lower Clapton Health Centre
36 Lower Clapton Road
London E5 0PD

Tel: 020 8919 5040
Fax: 020 8919 5039

Dear Sir/Madam

I brought Milly Sinclair, from Creative Edge, to work with my cross disciplinary NHS team. I have also used her over the last 2 years as a business coach. My team was going through a time of great change, two separate teams had been merged with very different remits, which was causing interpersonal problems. She has worked with us over 2 years, with 3 one day seminars and many consultations.

I have been consistently amazed at the personalised help that has been provided. Everything was devised specifically for us and our particular needs. As the commissioning manager I have been confident of value for money and have repeatedly recommended creative edge to colleagues experiencing similar problems with their teams.

The team building was both fun and practical, ending with firm and realistic objectives to support the necessary changes to enable my team to function and get the best out of each individual. We have done a day on communication and interpersonal skills, a day on team dynamics and MBTI and also a day in developing our vision for the future. The team has been transformed from one of low confidence and conflict, to one that works together, drawing on each other's strengths and with a sound foundation for future work.

As a coach Milly was truly amazing. It was in-depth, drawing out both my strengths and developing those areas of concern. She has helped my professional confidence immensely. I couldn't recommend her more highly.

Please do not hesitate to contact me if you need any more information.

Yours Sincerely

Linda Edward
CHYPS Plus Service Manager



St. Leonard's, Nuttall Street, London N1 5LZ
Telephone 020 7683 4000 **Facsimile** 020 7739 8455 • www.chpct.nhs.uk

Chief Executive Laura Sharpe **Chairman** Jane Winder **Co-Chairs of Executive Committee** Sharon Tuppeny & Dr May Cahill

