

Sent via email to:

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**Health Education West
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To whom it may concern,

Testimonial

It is great pleasure that I am happy to recommend Ararna based on our experience of using the company for the Triumvirate Leadership Programme. This novel programme was grown from a seed of an idea with the help and delivery of Ararna into a nationally recognised leadership programme which is being replicated in other parts of the country and in different sectors.

Harry and Sukie of Ararna always delivered above and beyond expectations in terms of design, materials, support to participants and flexibility of the programme. The course was designed around participant's needs and not an off-the-shelf reproduced package. Very little help was required from ourselves as we felt confident in leaving much of the work and ongoing maintenance to Harry and Sukie.

External evaluation of the programme demonstrated that there was impact on all the first four levels of the Kilpatrick hierarchy (not evaluated on level 5). By the end of the programme all 21 GP practices involved demonstrated positive change in leadership, changes in culture and improvements quality metrics e.g. Friends & Family tests and patient satisfaction.

Yours sincerely

Dr Martin Wilkinson MedSc FRCGP
Director of Postgraduate General Practice Education