

# Governance Coach case study

## Leadership development

*“Leadership coaching gave me the confidence to lead and to challenge others.”*

**Dr Sukhdev Mathuru** is a GP working in Feltham, Middlesex. When the local Practices in Feltham and Bedfont came together to work as a Primary Care Network, they needed to elect a Clinical Director to lead the group. As a relative newcomer to the patch, Dr Matharu was unsure about putting himself forward. After discussing the matter with another local GP from a neighbouring practice, they decided to put in a joint bid as co-chairs. *“I was unsure about doing it to be honest as there are some strong personalities in the patch and I didn’t have established working relationships with them. I saw an opportunity to help address some inequalities in care provision across the area and wanted to do something to help.”*

The Feltham and Bedfont Network (FAB for short) covers nine practices. It is one of five Primary Care Networks in Hounslow. Rosalyn King is the Chief Officer of the Consortium that coordinates and provides leadership to the five Networks. *“I could see that Sukhdev and the other Clinical Directors could benefit from coaching, and some guidance on good governance to help them get the most from the Networks. Some of the directors had more experience than others. After looking around we teamed up with **Ben Westmancott** at Governance Coach UK as he had the right combination of experience and skills to help us.”*

Dr Matharu met Ben and decided to take up the offer of coaching. *“Ben provided 1:1 coaching for me. Most of this took place in my practice which meant I didn’t lose time travelling. We also did a session via video-conference. What I particularly appreciated was space to set out my thinking and offload all my ideas. Ben was very good at helping me to achieve focus and challenging my assumptions. He helped me to be realistic about what I could achieve and I learned to be comfortable with that rather than self-critical for not doing more.”*

*“I did the Hogan psychometric assessment and Ben gave me some very honest and helpful feedback on that, helping me to understand my strengths and derailers and how to manage them better. It also helped me to work out how to adjust my approach when working with different personalities to get the best from others.”*

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*"Probably the most useful element of the coaching was the help in managing my own expectations of myself and appreciating that prioritising self-care is a good thing, even for someone whose job it is to care for other people!"*

*"Overall the coaching achieved the right balance of challenge and support with a mix of practical leadership tools, including how to chair effective meetings, and some helpful questions. It has given me the confidence to co-lead the Network much more effectively than I would have otherwise been able to and the confidence to challenge others where needed."*

Rosalyn King reflecting on the work said, *"This has been a very positive experience. Sukhdev has made a huge step forward as a leader and we can all see that he is gaining in strength and confidence."*

Dr Matharu sums up, *"The coaching was excellent. I can highly recommend Ben to anyone who is taking on a leadership role for the first time."*

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## About us

**Governance Coach UK** brings a coaching and governance focussed approach to individual and organisational development. We provide bespoke coaching, facilitation, training, and consultancy support to help individuals and teams tap into their natural resourcefulness and become more successful.



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