



21st October 2025

To Whom It May Concern,

I am pleased to provide this letter of recommendation for Paige Schmitt, who recently completed a six-week internship with the Quality Improvement and Innovation Team at King's College Hospital NHS Foundation Trust. Paige joined us through the CEA CAPA Education Abroad programme as a Public Health undergraduate at the University of Pittsburgh, where she is pursuing a Bachelor of Science in Public Health and a certificate in Managing Health Services Programmes and Projects.

From the outset, Paige impressed us with her strong work ethic, professionalism, and genuine enthusiasm for healthcare improvement. Her interview responses reflected a clear passion for health administration and a proactive desire to gain hands-on experience within the NHS to complement her academic studies.

Paige quickly adapted to our hybrid working model, consistently demonstrating reliability and self-motivation. She took initiative in managing her schedule and responsibilities, often going beyond expectations to contribute meaningfully to our team's objectives.

Her contributions spanned a wide range of impactful projects. Paige supported the development and refinement of Standard Operating Procedures (SOPs) for CEA-CAPA Interns (this is being used as the foundation for a new internship organisation we have just started working with), co-produced the Therapies Efficiency newsletter, and played a pivotal role in maintaining and updating the QI Team's Digital Work-In-Progress Board—enhancing visibility and coordination across ongoing initiatives.

She also made valuable contributions to the Meaningful Involvement project, which focuses on integrating patient and carer perspectives into quality improvement efforts. Her work in budget planning and communications—using tools such as Canva and Eventbrite, not to mention the Microsoft suite of tools—helped promote inclusive engagement and ultimately supported improvements in patient experience.

Paige's involvement extended to innovation and communications workstreams, where she updated the conferences and awards tracker and contributed to the PiPPi communications strategy in collaboration with international partners. She also developed Microsoft Forms to support project workflows, ensuring alignment with NHS data governance standards.

Her ability to work independently was evident throughout her placement. Paige successfully completed high-priority tasks such as arranging introductory meetings, supporting recruitment process improvements, and engaging in clinical shadowing with the KFM procurement and pharmacy teams. She consistently demonstrated initiative, attention to detail, and a collaborative spirit.

Paige's contributions have left a legacy within our team. Her work has strengthened our digital infrastructure, supported the streamlining onboarding processes, and enhanced our communications strategy. Most importantly, her efforts have supported improvements in patient outcomes by helping to embed quality improvement practices across the organisation.

I wholeheartedly recommend Paige for graduate studies and further internships. Her academic foundation, combined with her practical experience, initiative, and commitment to teamwork, make her an exceptional candidate for any opportunity she pursues.

With best wishes,

Cheryl Levy

Improvement Manager

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