

# Dina Mensah

Medical Assistant

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March 23, 2026

## **Trisha Kapoor**

Modality Partnership

Dear Trisha,

I saw the Healthcare Assistant vacancy at the Modality Partnership and wanted to apply. I've been working at Moseley Hall Medical Practice since February, handling around 25 patient contacts a day across phlebotomy, ECGs, wound dressings, and chronic disease monitoring for 14,000 registered patients, and I'd like to join a partnership where the scale and variety of primary care work is even broader.

At Moseley Hall, I set up and now run the weekly chronic disease clinic. 40 patients per week for diabetes and hypertension reviews. Which freed up 6 hours of GP time per week. I process pathology results in EMIS Web with a 98% same-day turnaround and have trained 2 new HCAs on phlebotomy and the EMIS workflow. Before moving into primary care, I was a bank HCA at Queen Elizabeth Hospital Birmingham, covering acute medical wards with 28-32 beds and escalating deteriorating patients based on NEWS2 scores.

Modality's model of large-scale primary care with multiple sites appeals to me because it means more variety, more learning, and more patients I can help. I hold the Care Certificate, a phlebotomy qualification, and current BLS certification. I'd be happy to come in and discuss how I could fit into your team.

Kind regards,

Dina Mensah