



Logan Tod & Co.

“Revolutionising Public Sector Services through Advanced Analytics”

Our Focus and Ethos

At Logan Tod & Co., our mission is to enhance public sector services through cutting-edge analytics. We guide organisations, including NHS trusts and wider public sector entities, from descriptive to prescriptive analytics stages. Our deep insights and process mining technology optimise service coordination, improve citizen experiences, protect vulnerable citizens, and boost efficiency. Our approach focuses on transforming complex data into actionable insights for sustainable public service improvements.

Our Vision and Mission

We believe in a fair society where technology and data enhance life for all citizens. As a public sector focused analytics firm, we support organisations committed to positive societal outcomes. Through expert consulting and innovative technology solutions, we empower clients to reimagine operations and achieve tangible service improvements across the NHS and public sector.

Our Difference

Logan Tod & Co. stands out as a firm made up of experienced consultants with years of NHS and public sector expertise. Our team knows the landscape and values of these sectors, ensuring a strong understanding of our clients' needs. We balance purpose with profit while prioritising the impact on stakeholders, aligning with the ethical and sustainable principles that drive meaningful change across the NHS and the wider public sector.

Our Expertise

At Logan Tod & Co., our expertise is rooted in leveraging state-of-the-art technology to elevate NHS, Social Care and Local Authority operational capabilities through structured analytics progression. We have dedicated the past four years to collaborating closely with NHS England, pioneering the use of advanced patient flow analytics to support better healthcare delivery. Our analytics services align with the needs of both the NHS and public sector and focus on the crucial pathways and interplay that cut across public sector bodies to deliver good citizen and patient outcomes.. This effort has successfully established the first and most comprehensive community of practice in process mining, transforming real-time healthcare data into actionable insights across various analytical stages:

1. **Descriptive Analytics:**

- **Baseline Process Mining and Flow Analytics:** We map and understand existing pathways, identifying bottlenecks and areas for improvement in both health and wider public services.

2. **Diagnostic Analytics:**

- **Advanced Reviews:** Our team dives deeper into the data to discern the root causes of observed bottlenecks and inefficiencies, providing a more detailed understanding that informs strategic decision-making.

3. **Predictive Analytics:**

- **Future Demand and Capacity Forecasting:** Leveraging historical data, we predict future challenges and needs, equipping NHS and public sector bodies with the foresight needed to prepare for and manage upcoming demands effectively.

4. **Prescriptive Analytics:**

- **Optimisation and Recommendation Systems:** Our advanced analytics solutions not only forecast future scenarios but also recommend the best courses of action to optimise patient flow and resource utilisation, thereby enhancing overall health, social care and citizen outcomes.

Key Insights from Recent Projects

Our recent initiatives, particularly with the East of England (EoE) Pathway Efficiency programme, have delivered transformative insights, substantiating the effectiveness of our predictive and prescriptive analytics:

1. **Reduced Unnecessary Appointments:**

- By addressing the "scatter gun" approach of multiple GP referrals for the same condition, we utilised predictive analytics to identify patterns and trends that lead to duplication, enabling proactive measures to eliminate these redundancies and significantly reduce unnecessary appointments.

2. **Improved Triage Processes:**

- We enhance GP training and guidelines using insights gained from diagnostic analytics, which helped in understanding the gaps in current triage processes. This has led to the release of thousands of triage slots, streamlining the patient intake process.

3. **Decreased Rework in Referral Services:**

- Our prescriptive analytics informed better adherence to outpatient guidelines, reducing rework. By analysing past data, we could predict which referral practices typically led to increased rework and implement targeted improvements.

4. **Enhanced Clinician Allocation and Test Coordination:**

- Leveraging advanced analytics, we optimised clinician allocation and test scheduling, which significantly reduced cancellations and inappropriate appointments. Predictive models allowed us to foresee potential misalignments in scheduling and clinician assignments, enabling adjustments before issues could manifest.

These insights not only demonstrate the immediate benefits of our analytics services but also highlight our ability to anticipate and solve complex healthcare operational challenges before they impact the system. Through our continued collaboration with NHS Trusts, we are setting new benchmarks in healthcare efficiency and patient care quality.

Services and Approach

Logan Tod & Co. delivers comprehensive analytics and transformation services, designed to evolve alongside our clients' needs, from initial assessments to sophisticated, data-driven decision-making:

1. **Process Mining and User Flow Analytics:**

- We begin by analysing entire user (citizen, patient, other stakeholder) journeys, using process mining to pinpoint initial bottlenecks and inefficiencies. This foundational service sets the stage for ongoing optimisation of service delivery, evolving into complex predictive and prescriptive analytics as client needs and capabilities grow.

2. **Digital Coaching and Transformation:**

- Our digital coaching services initiate with basic technology adoption and gradually advance to encompass more sophisticated digital transformation strategies. We ensure that NHS and public sector entities not only adopt technology but also utilise it effectively, fostering a culture of continuous improvement that scales with increasing operational demands.

3. **Strategic Data Consultancy:**

- Starting with fundamental data strategy advisory, our consultancy services expand to cover comprehensive operationalisation of these strategies. We work to transform user care protocols and health service management, progressing from basic data handling to intricate analytics-driven governance that directly influences patient outcomes and operational efficiency.

These services collectively showcase our capacity to adapt and scale solutions in response to the evolving landscape of public sector needs, continually driving improvements in patient care and operational efficacy across the sector.

Client Success Stories

At Logan Tod & Co., our collaborations with NHS Trusts such as West Hertfordshire Hospitals NHS Trust and Cambridge University Hospitals NHS Foundation Trust have significantly enhanced patient flow management. These partnerships have given insight to improve patient experiences and reduce operational costs through streamlined patient pathways and optimised service delivery models.

By implementing targeted data-driven interventions, we have successfully addressed critical bottlenecks, leading to shortened wait times and increased patient throughput. For example, our work in optimising triage processes at Cambridge University Hospitals contributes to improved efficiency and patient satisfaction, showcasing our commitment to excellence in healthcare delivery.

Join Our Community

We invite NHS Trusts, other healthcare providers, local authorities and other public sector bodies to join our growing community of practice to benefit from shared experiences and insights in process mining and patient flow analytics. Engage with our experts for live demos and tailored consultations to see how we can support your objectives.

Partnering with Logan Tod & Co. offers public sector bodies a gateway to sustainable improvements in operational delivery. Our analytical solutions transcend traditional metrics by implementing impactful changes that enhance user flow and streamline recovery processes. Through our advanced data strategies, which have been honed through successful collaborations with leading NHS Trusts, we ensure that delivery is not only optimised but also adapted to meet the challenges of modern medicine. Join us at Logan Tod & Co. to revolutionise your service delivery with proven, innovative approaches.

Contact Us

For more information or to schedule a consultation, visit www.logantod.net or contact a member of our team directly. Embrace the future of healthcare with Logan Tod & Co., where data meets decisive action for healthcare excellence.