

Services	Service description	Service benefits
Modernising General practice	Delivering National, Regional and System-level programmes of improvement, with detailed evaluation performance outcome measures demonstrating impact against objectives.	Improving access to care, whilst enhancing the patient experience
		Helping practices operate more efficiently and deliver greater continuity of care
		Embedding greater operational skill and supporting discovery of value from data and digital tools
		Accelerating organisational development to align capacity with need and deliver better care
		Integrating multi-disciplinary teams and securing greater sustainability
		Optimising processes for greater productivity and wellbeing. For example, providing inclusive and straightforward blend of online and telephone access
		Creating culture of ownership, collaboration and continuous improvement
		Transferring knowledge on leading, planning and implementing improvement
		Enhancing data utilisation and decision-making, with clearer navigation across care for all parties
		Tailoring support to respond to unique local challenges and developing leadership capability to manage shifts
		Ensuring compliance with regulations and standards
		Building happier teams, demonstrating more focus, lower attrition and better outcomes
Realising value from digital transformation	Supporting people to help them take advantage of digital tools in engaging ways that they understand and will also benefit the whole organisation. Evaluated to demonstrate contribution to agreed success metrics	Realising return - understanding <i>what's in it</i> for each stakeholder and personalising to motivate engagement
		Re-imagining process and procedures to unlock step changes in productivity
		Applying full breadth of digital capability to challenges to release benefit
		Stratifying digital priorities and triaging to smarten allocation of resources
		Maximising automation and leveraging AI
		Enhancing workflow quality and tracking progress
		Unlocking perspective and capability to do more within means
		Tackling interoperability hurdles from a human and practical workload perspective
		Educating users to self-sustain improvement progress
Improving the Primary-Secondary Interface	Fostering relationships and understanding across the Primary-secondary interface. Co-designing programmes to rebuild trust, clarify accountability and restore function across the interface. All evaluated by pre-agreed RoI measures	Unlocking win-win arrangements to join and complement care across the whole system
		Sustaining cumulative benefit to improve experience for teams, patients and communities
		Creating deeper, trusting relationships with clearer responsibility
		Developing more effective communication channels across the divide
		Realising: Stronger relationships, Greater productivity, Reduced variation, Improved utilisation, Eliminated duplication, Efficient workforce, Effective communication, Engaged teams, Equitable distribution, Quality workflow, Improved access, Better experiences, Enhanced capability
Integrating Neighbourhood Health	Offering proven, modular change management input covering design, build and implementation to introduce strategic shifts against a measured outcome framework	Ensuring plan is viable - clarified shared ambition, aligned engagement, practical steps and sequence, mitigated risk
		Preparing teams with the right skill sets to support the change and mending relationships across system
		Facilitating implementing with prioritised activity, defined critical path, risk mitigation strategy and understandable progress tracking
		Optimising advantages of new structure and tackling snags/remediation
	Co-designed programmes that blend techniques including:	
		Investing in the capability required to make system change successful.

Developing Leadership Capability	process improvement, quality improvement, behaviour science, business management, fiscal control, system thinking, coaching, mentoring and change management	Refining techniques by doing - learning on the job with support and feedback
		Imparting valuable skills through action learning sets from topics like leadership styles, process mapping dealing with conflict etc
Advising on strategic change	Consultancy input to address and inform specific challenges and offer practical recommendations.	Objective evaluation of options including desktop reviews and diagnostic recommendations
		Workshop facilitation - prioritisation, gap analysis and implementation, support, where required.
		Organisation development and system thinking input
		Clinical and operational workforce planning
		Population health interpretation and advice