



TMPM
Healthcare Transformation

Performance Suite.

Workpackage 1: Diagnose

Workpackage 2: Reset

Workpackage 3: Sustain

▶ **TMPM Performance Suite Work Packages**



WP1: Demand & Flow Diagnostic (6 weeks)

Identify demand drivers, bottlenecks, and failure demand

Deliver a 90-day actionable plan

A structured starting point for improvement



WP2: System Reset Sprint (12 weeks)

Redesign pathways (front door, discharge, reablement)

Establish governance, KPIs, and delivery rhythm

Rapid, visible improvement



WP3: Capability Transfer (3–6 months)

Coaching system leaders and delivery teams

Embedding routines, tools, and performance grip

Exit with system owning delivery

WP1: Demand & Flow Diagnostic (6 weeks)



▶ WP1: Demand & Flow Diagnostic (6 weeks)

Audience

This work package is ideal for senior operational leaders and system owners who are responsible for service performance but lack clear visibility of demand patterns and flow inefficiencies.

- Directors
- Heads of Adult Social Care
- NHS operational leads (e.g. community services, discharge, urgent care)
- Local authority transformation and commissioning leads
- System partners within Integrated Care Systems (ICS)

What this delivers

A rapid, evidence-led diagnostic designed to give senior leaders clarity, control, and confidence over system performance.

- Get to the truth quickly. Understand what is really driving demand, where flow is breaking down, and how much activity is avoidable or repeat (failure demand).
- Unlock immediate performance gains, identify practical, high-impact changes that reduce pressure, improve throughput, and stabilise services within weeks, not months.
- Move from insight to action. Leave with a clear, prioritised 90-day plan, with defined ownership, outcomes, and delivery milestones aligned to system priorities.
- Align your system. Create a shared, evidence-based view across partners (ASC, NHS, providers), reducing friction and enabling coordinated action.
- De-risk transformation. ensure future investment and change programmes are targeted, justified, and grounded in real operational insight—not assumptions.

► WP1: Demand & Flow Diagnostic (6 weeks)

- Analyse end-to-end demand across the system (volume, type, source), distinguishing between value demand and failure demand (repeat contacts, inappropriate referrals, delays).
- Map service pathways to pinpoint bottlenecks, handoff delays, and capacity constraints impacting flow and outcomes.
- Use qualitative insights (staff, service users, partners) alongside data to understand root causes—not just symptoms—of pressure in the system.

Identify demand drivers, bottlenecks, and failure demand

Deliver a 90-day actionable plan

- Produce a prioritised set of interventions focused on quick wins and high-impact changes (e.g. pathway redesign, triage improvements, capacity rebalancing).
- Define clear ownership, governance, and delivery milestones aligned to organisational priorities and statutory requirements.
- Establish measurable outcomes and KPIs (e.g. reduced waiting times, improved throughput, lower rework) with a tracking framework for delivery.

- Creates a shared evidence base across stakeholders, aligning system partners around key challenges and priorities.
- Positions future phases of work (e.g. transformation programmes, commissioning redesign, digital enablement) based on validated need.

A structured starting point for improvement

► Contact Us

We would love to connect with you and hear about your requirements.



07720 885373



contacts@taylormadepmltd.co.uk



<https://taylormadepmltd.co.uk/contact>

Unit 15, Venture One Business Park, Longacre Close, Sheffield, S20 3FR
Company Reg No. 13526392 VAT Reg No. 400895506

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WP2: System Reset Sprint (12 weeks)



► WP2: System Reset Sprint (12 weeks)

Audience

This is for senior system leaders and directors across Adult Social Care, NHS community and urgent care services, and place-based partnerships who are facing sustained operational pressure, poor flow, and lack of grip on performance.

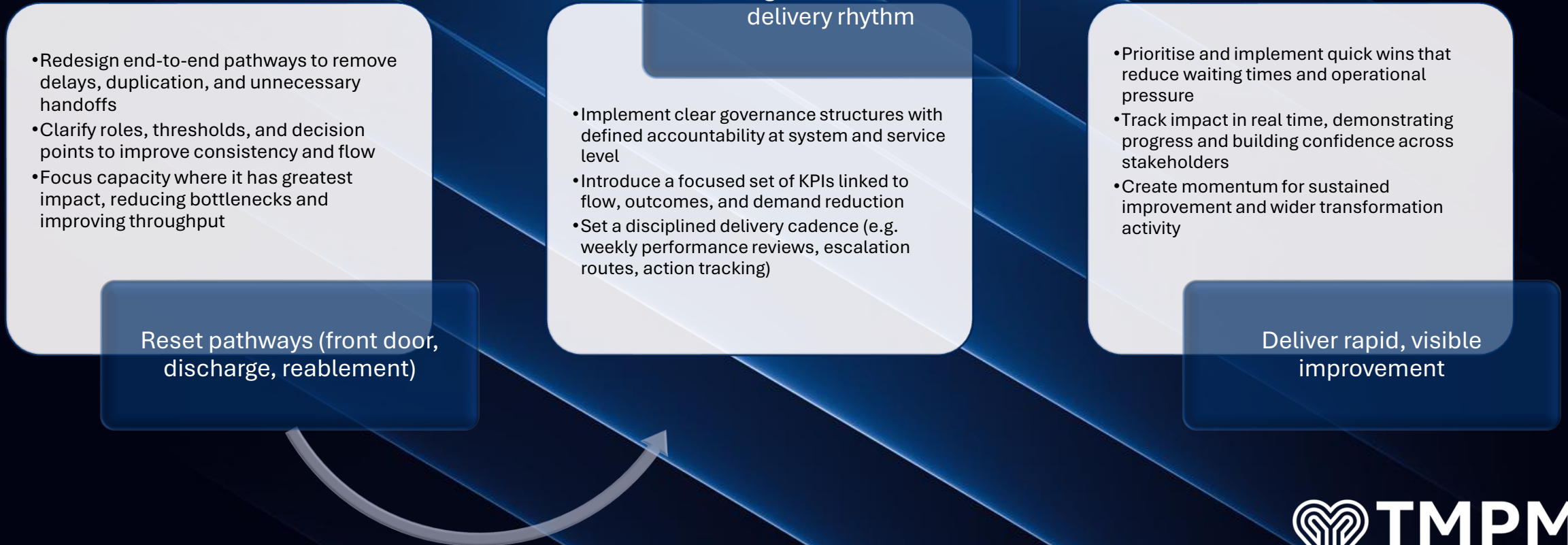
- Directors and Heads of Adult Social Care, Community Health, and Urgent Care
- ICS / Place-based system leaders responsible for flow, discharge, and performance
- Transformation, commissioning, and operational leads accountable for stabilisation and improvement

What this delivers

A high-impact, delivery-focused sprint that resets critical pathways and restores control, flow, and performance across the system, fast.

- Reset system flow where it matters most
- Rapidly redesign front door, discharge, and reablement pathways to unblock delays, reduce duplication, and improve throughput.
- Reassert leadership control – put in place clear governance, KPIs, and a disciplined delivery rhythm, giving directors real grip on performance and accountability.
- Deliver immediate, visible improvement – Implement practical changes that quickly reduce waiting times, stabilise services, and improve user experience.
- Align the whole system behind one model – Create clarity across ASC, NHS, and providers, reducing variation and friction in delivery.
- Lock in sustainable performance – Embed the structures and behaviours needed to maintain gains and support ongoing transformation.

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WP3: Capability Transfer (3-6 months)



► WP3: Capability Transfer (3–6 months)

Audience

For systems that have delivered initial improvements and now need to build internal capability to sustain and scale performance.

- Directors and senior leaders across ASC, NHS, and place-based systems responsible for sustaining performance and transformation
- Operational leaders and service managers accountable for delivery, flow, and outcomes
- Transformation teams needing to embed change and reduce reliance on external support

What this delivers

A confident, self-sufficient system with the capability, discipline, and leadership to own, sustain, and continuously improve performance.

- Sustained performance, not short-term gains. Improvements in flow, demand management, and outcomes are maintained through embedded capability, not ongoing external input
- Stronger leadership grip at every level. Directors and managers have clear line of sight on performance, risks, and priorities, enabling faster, better decision-making
- Embedded ways of working. Daily, weekly, and monthly routines are in place and consistently followed, driving accountability and focus across the system
- A skilled and confident workforce. Leaders and teams are equipped to manage complexity, respond to demand pressures, and lead improvement themselves
- Reduced dependency on external support. The system has the tools, skills, and structures to operate and improve independently
- A platform for continuous improvement. The foundations are in place to sustain momentum, scale what works, and support future transformation priorities

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