

YOUR QUESTIONS. CLEAR ANSWERS.

A practical guide to our services, our approach and getting started.

01 Who do you work with?

We support NHS organisations, councils, commissioners, providers and wider health and care partners. Our experience spans adult social care, mental health, primary and community care, urgent care and prevention.

02 What can TMPM help us with?

Our core suites cover Assurance, Performance and Transformation. We also support commissioning, pathway redesign, programme recovery, interim leadership and programme management office (PMO) support. We help connect strategic decisions with practical delivery.

03 Do we need a fully defined brief?

No. Start with the pressure you are facing and what you want to improve. We can help clarify the problem, explore priorities and shape a proportionate starting point, including a focused diagnostic where useful.

OUR APPROACH

SUPPORT SHAPED AROUND YOU.

04 **Can you deliver as well as advise?**

Yes. Support can include mobilisation, programme leadership, improvement activity, governance and benefits tracking. We work alongside your team to turn recommendations into action, with responsibilities and deliverables agreed for the engagement.

05 **Who would work with us?**

We draw on directors, senior consultants, technical specialists and advisory colleagues. The team is shaped around the brief. Proposed roles, relevant experience and availability can be discussed before you commit.

06 **How do you involve staff and communities?**

We listen to people using services, carers, frontline teams and leaders. Workshops, conversations and feedback help shape the model. Co-production needs a clear link between what people tell us, the decisions taken and what happens next.

07 **Can you support AI and automation?**

Yes. Our specialist network includes automation and digital expertise. We can explore opportunities to reduce administration and improve workflows, reporting and decisions. Any proposed solution needs to fit your service, systems and governance requirements.

CLARITY BEFORE COMMITMENT.

08 How much does it cost?

Fees depend on scope, duration, the team and delivery requirements. A proposal sets out the basis of the quote, deliverables and assumptions, with expenses and VAT clarified so you can assess the total commitment before proceeding.

09 How long does an engagement take?

This depends on the challenge and level of support. A focused diagnostic is different from a programme of implementation or capability transfer. We agree the scope, milestones and review points, taking account of access to people and information.

10 What does success look like?

Success is defined around your priorities: better access, stronger assurance, improved flow, clearer decisions or greater team capability. Measures and a starting baseline should be agreed early, with regular reviews of progress, benefits and remaining risks.

11 How do we appoint TMPM?

Tell us which purchasing route your organisation requires. We can provide a scoped proposal and discuss the information your commercial team needs. Appointment is subject to your organisation's approvals and the agreed contract.

EVIDENCE & NEXT STEPS

CONFIDENCE TO MOVE FORWARD.

12 Can we see examples of previous work?

Yes. Our portfolio includes programmes led or supported by our founder and team, including earlier roles. We can discuss relevant examples and how that experience relates to your challenge.

13 What about confidential information?

Data access, confidentiality and security requirements are agreed before information is shared. We discuss due-diligence questions and the arrangements needed for your project during scoping.

14 What happens when support ends?

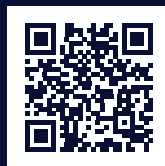
We aim to leave stronger local capability through tools, coaching and clear ownership. Handover and any follow-on support can be built into the scope, helping your team sustain progress.

LET'S TALK.

Tell us your challenge and timescale.

0114 698 0000

contacts@taylor-made-pm-ltd.co.uk



SCAN TO CONNECT