

DEMAND & FLOW DIAGNOSTIC

Get to the truth quickly. Turn system pressure into a prioritised 90-day plan.

DIAGNOSE. RESET. SUSTAIN.

6 WEEKS

KEY INSIGHT

Clarity comes before intervention: a validated starting point for targeted, measurable improvement.

01 DIAGNOSE



DESIGNED FOR

Senior leaders responsible for performance who need a shared view of demand, flow and avoidable pressure.

KEY AUDIENCES

- Adult Social Care directors and service heads
- NHS leads for community, discharge and urgent care
- Transformation, commissioning and ICS / place partners

Discuss a focused Demand & Flow Diagnostic with TPM.

02 RESET

03 SUSTAIN



DELIVERY APPROACH

01 Understand demand

Analyse volume, type and source; distinguish value from failure demand; combine data with staff, service user and partner insight.

02 Diagnose flow

Map end-to-end pathways and hand-offs; identify bottlenecks and capacity constraints; confirm root causes, not just symptoms.

03 Mobilise action

Prioritise quick wins and high-impact changes; set owners, governance and 90-day milestones; track waiting time, throughput and rework.

WHAT YOU LEAVE WITH

- See the real demand**
Separate value demand from repeat contact, avoidable activity and inappropriate referrals.
- Find where flow breaks**
Pinpoint bottlenecks, hand-off delays and capacity constraints.
- Align the system**
Create one evidence base across ASC, NHS and providers.
- Act with confidence**
Prioritised interventions, owners, KPIs and delivery milestones.

A de-risked 90-day route from insight to action.

BRING CLARITY AND CONTROL TO SYSTEM PERFORMANCE.

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