

Case Study

Development of a new Trust Strategy following an “Inadequate” CQC rating and being subjected to the Recovery Support Programme.



Norfolk and Suffolk
NHS Foundation Trust



How We Helped

BAXENDALE

- Development of a robust strategy setting a clear direction of travel, while recognising the Trust's current position, highlighting immediate priorities and a longer-term vision for sustainably embedded improvement.
- This required significant diagnostic work as well as engagement with key internal and external stakeholders so that everyone within and outside of the Trust could stand behind the new strategy.



How We Helped

- Development of a structured programme of work based on best practice, giving structure to the strategy development process.
- Leading the work to develop the resulting strategy, forming an internal project team with key stakeholders to ensure rounded input into the process and final output.



The Outcome

- Development of a vision, mission and set of strategic priorities for the Trust, to be delivered through a series of tangible improvement initiatives for 23/24.
- A clear roadmap over the next three years, to support continued improvement, arrangements to manage the practical delivery of the strategy and service user stories to ground our strategy in the experience of our staff, service users and carers.



The Outcome

- NSFT launched its new Trust Strategy in May 2023, with it being well received by all partners.
- The Trust is now developing the underpinning enabling strategies that will support delivery of the overarching strategy.



Get in touch!

From service level change to full system solutions, **our Director Tom Davis** works closely with clients to identify and fully understand what they need and using this insight to develop strategic and operational solutions that work.

Knowledge transfer is crucial to his approach – working closely with service and transformation teams to ensure they have the capacity and capability to deliver.



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