



MIAA Solutions Healthcare & Transformation Support

Thematic Deep Dives for Incidents or Areas of Risk

Independent Insight, lasting Impact

MIAA Solutions is an NHS-hosted, not-for-profit consultancy. For over 35 years, we've helped organisations protect public funds, strengthen governance, and deliver better outcomes.

MIAA support more than 60 organisations — from the NHS to local authorities, police and fire services, central government bodies, and charities.

We bring an in-depth understanding of the complex environments that characterise public service organisations. Everything we do is grounded in public value — delivering practical, evidence-based solutions that improve services and strengthen resilience.

We offer UK-wide support and tackle complex challenges with expertise. Our commitment to customer focus, ensures a personal and tailored approach to adding value where it matters most for our clients.

Operating in partnership with clients, we provide external insight to address current and future challenges together, providing a cost-effective alternative to commercial consultancies.

By taking a personalised approach we can shape our services to the specific needs of each client.

We combine an experienced internal core team with a pool of over 100 associate subject matter experts.

This agile model enables a skill mix that blends expertise and experience, delivering the bespoke outcomes required by each client. We deliver a fully integrated support system tailored to meet your unique needs.

Contact our team for an informal conversation about our support offers.

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Thematic Deep Dives for Incidents or Areas of Risk

A systemic approach to supporting in-depth insights and actionable change.

- **We provide in-house capacity and expertise** to conduct thorough investigations and systems-level reviews.
- **We reduce the risk of harm to patients** by offering independent insight and analysis to identify critical factors contributing to care omissions or errors.
- **We identify what can realistically be changed** by addressing the gap between ideal solutions and what is practically achievable within your organisation.
- **We deliver sustainable change and improvement** by ensuring that meaningful results are achieved, even in the face of significant effort and resource challenges.

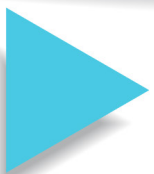
A tailored approach to suit your organisation:

Our comprehensive approach enables senior clinical leaders to gain insight, identify feasible changes, and implement solutions that drive meaningful, sustainable improvement.



Diagnosis: Impartial assessment and insight

Achieving a clear understanding of what is leading to risks, issues, or harm is crucial. With an expert, objective perspective, we map the current state and diagnose underlying causes —whether they stem from system gaps, cultural factors, or operational inefficiencies.



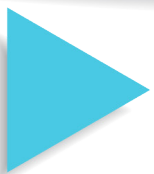
Focusing on real, actionable change

Not all factors can be changed, but identifying those that can be addressed in a practical and sustainable way is essential. We focus on realistic solutions that are within your organisation's control, that will deliver measurable impact.



Practical steps with hands-on support for sustainable improvement

We develop a tailored, actionable plan with steps that your team can implement—either independently or with our hands-on support to ensure that the changes are effectively delivered and embedded for lasting improvement.



We offer value for money

As a not-for-profit NHS hosted service, we offer solutions that deliver value for money. Our focus is always on enabling our clients to deliver the best possible public service outcome.

What would the outputs look like?

We use a range of methods, including document reviews, process mapping, on-site observations, and interviews with staff, we conduct a comprehensive analysis of your system to uncover key insights.

Action Plan Development

Together, we co-create a clear, actionable, and practical plan to address the identified issues, focusing on changes that will lead to real, sustainable improvements

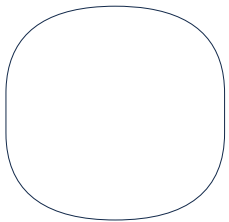
Detailed Report Option

A full report of findings and recommendations can be provided, offering clarity and a roadmap for next steps.

Support to deliver improvement

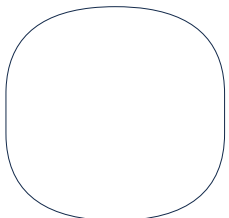
We don't just advise. Our team of trusted experts, working in partnership with boards, executive and non-executive leaders, clinicians, and frontline staff, to deliver long-term, sustainable solutions.

Meet the Team



Marilyn Simpson

Txt to come



Lesley Bethune

Txt to come



Claire Hammill, Delivery Programme Lead- Healthcare & Transformation

With a clinical background, Claire is experienced in operational management, quality and safety, quality improvement and commissioning; working at scale to reduce variation in care.

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