



MIAA Solutions

Care Pathways: Collaboration at Scale Case Study

Independent Support and Advice

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.

Ken Jones
Director of Delivery – Finance & Corporate Performance
07464 648014
Ken.Jones@miaa.nhs.uk

Steve Warburton
Director of Delivery – Healthcare & Transformation
07941 390964
Steve.Warburton@miaa.nhs.uk

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- Convening stakeholders to develop shared purpose and gain consensus
- Facilitating involvement of 'experts' to co-design change and improvement
- Rigorous approach to planning and delivery
- Option for commissioning and contracting support

The Challenge

Working together across system and organisational boundaries is challenging. Organisational and individual perspectives can seem far apart and individual organisations often do not have the capacity to facilitate or coordinate improvements or changes at scale.

MIAA has experience of facilitating system collaboration. We engage and involve a wide range of stakeholders and subject matter experts to inform and design clinical and care pathways and new models of care.

The Approach

MIAA is a trusted partner. Our healthcare transformation team can work with you to design a support offer that meets your needs, drawing on a range of expertise and experience from facilitating collaboration, to hands on delivery e.g. programme management, commissioning and contracting, re-designing pathways.

Our clients say...

"MIAA know the system and are respected by the system, but as they aren't directly engaged in operational activity the system generates, this is their strength: they are trusted as allies in achieving the best service for people in our region."

"Their approach was thorough, but agile and against a demanding deadline. MIAA colleagues quickly came to terms with the complexity of the situation, the language connected with it and their knowledge and experience of the system was crucial."

"I have been delighted by the excellent value this work has represented as compared with experience elsewhere: no ridiculous external consulting charges, no scrappy events management via hastily cobbled together invitation lists, no time wasting by trying to recruit someone of the appropriate level of experience on FTC to manage the project for a short period, no competing priorities popping up to distract from the work."

"MIAA provided valuable structure and focus, and acquired a remarkable level of knowledge and understanding, of this particular area of work, remarkably quickly. They deployed a very high level project management skills that have very effectively supported my expertise and by so doing we have been able to establish a very effective and productive working partnership."

Case Examples

Drug and Alcohol Pathways

We led the development of a consortia of nine local authorities to support commissioning at scale and deliver improvements in care:

- Reduction in cost per bed day / increase in value for money
- Reduced waiting times for beds
- Early indication of a reduction in re-admissions
- Implementation of a reporting application that tracked activities and expenditure in real time
- National funding fully utilised to increase availability and utilisation of in-patient detoxification beds
- Increased choice of provision for patients covering a wider range of need and complexity
- Consolidated approach to procurement; reducing procurement costs
- Development of a reporting app to monitor progress
- Market management – increasing the range of providers that all places can access for their population

Children and Young People with Complex Mental Health Needs – ‘Resolution’

We provided clear direction and recommendations at scale on behalf of the whole system:

- Whole system senior engagement and collaboration across an ICB footprint
- Designed, organised and delivered a symposium for senior leaders – ‘the Resolution Exercise’
- Engagement with all stakeholders to gain views and insights to inform future vision and development of the resolution process
- Formulation of themes that informed recommendations presented in report format to the expert community and system leaders

Specialist Eating Disorders

We facilitated engagement to gain views and insight from stakeholders to develop consensus (on an ICB footprint) for:

- A local model for the delivery of specialist children and young people’s eating disorder in-patient provision, with care closer to home
- A specialist clinical protocol for the region
- Development of options for alternative models and pathways within community services and reduce avoidable admissions
- Changes required to improve transitions between services

The insight informed recommendations which included clarification on roles and responsibilities, and proposals on who in the system will take forwards key pieces of work.

MIAA
Head office: Regatta Place
Brunswick Business Park
Summers Road
Liverpool
L3 4BL

www.miaa.nhs.uk

