



## Change Management in the Public Sector

### PPL with West London Alliance

Our health and care services are under unprecedented pressure, nowhere more evident than in our major hospitals. PPL was commissioned by the West London Alliance to work with colleagues across the health and social care sector on improving experience and outcomes for local patients and reducing pressures on local hospital services. Evaluation to-date has shown significant reductions in delayed transfer of care, a freeing up of nurses, therapist and social worker time, and strong support from both NHS and local authority staff for the change. It has produced a practical solution being scaled across North West London and beyond.