



MCA Awards 2018 Finalist

Change Management in the Public Sector

Carnall Farrar with Devon Sustainability and Transformation Partnership

Devon has historically struggled to provide high-quality, cost-effective healthcare which meets population needs. There were key gaps in care quality, a £100m financial deficit and a long history of poor working relationships.

We supported Devon to create a compelling shared vision, establish strong regional leadership, develop, consult on and implement a new care model, and create locally-owned five-year implementation plans to continue improving care quality and the financial position.

One of the specific changes was to the community hospital care model, which is delivering an annual recurrent saving of over £5m and improving the care of 600 patients each year.