



MCA Awards 2018 Finalist

Change Management in the Public Sector

PPL with Innovation Unit and West London CCG

My Care My Way (MCMW) in West London is new form of integrated service tailored to improve health and care for residents who are over 65 years of age. PPL, with our partner the Innovation Unit, helped develop and deliver a programme of rapid learning and organisational development to accelerate changes, improve working practices and refine the service model.

Using rapid innovation techniques, we were a catalyst for a step-change in implementation. We also helped to strengthen the case for scaling up the programme, which is now set to expand to the whole population of 267,000 people by 2020, improving service delivery, quality of care, people's experiences, and health and wellbeing outcomes – in a cost-effective way.