



Commitment to Consulting Excellence

Healthcare Consulting, proud member of
the MCA Consulting Excellence
framework

About us

Healthcare Consulting is an NHS- based consultancy bringing knowledge and experience to our clients and the comfort that they are reinvesting and sharing their learning, back into the NHS.

The team is housed in Royal Free London Foundation Trust 'Group Corporate' division – an externally facing, income-generating arm of the organisation.

It provides consulting services to NHS organisations and wider public sector organisations and bodies.

We are proud to be NHS professionals, motivated by better services and outcomes for patients and the public.

As a public sector consultancy service provider we take pride in helping our clients do the right thing rather than the easy thing.



Our values

Our NHS values have come from working with patients, public and staff and are embedded in the values of each NHS organisation, underpinning everything we do. They provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS.

- Working together for patients
- Respect and dignity
- Commitment to quality of care
- Compassion
- Improving lives
- Everyone counts



Listening to customers



Delivering on promises



Improving health outcomes



Striving for excellence



Commercially sustainable



Dynamic workplace

Ethical behaviour

HC new recruits experience a comprehensive welcome package, including an introduction to our values and corporate culture.

"I cannot praise the consultants I worked with enough – they have a lovely warm style about them which gets the best out of people. As a leader the pre-meet sessions really helped me to prepare and to feel that I had shaped the event and could help my team to work better together."

Clinical Commissioning Group

We are responsible and good citizens

- We conduct our business in line with the NHS Constitution, which requires us to operate fairly and effectively, whilst delivering excellent quality and value for our clients to make a positive impact for patients and the public.
- We're committed to putting the needs of patients at the heart of everything we do. It's integral to how we recruit and induct staff and how we work with clients.

We conduct our business ethically

- As a public body we adhere to NHS policy and practice on ethical behaviour and the seven principles of public life. Conflicts of interest are published and standards are reviewed by our governing body, NHS England.
- We are committed to fostering a culture in which all our colleagues can thrive and develop.
- We have a thorough, transparent and fair recruitment process.

We foster an ethical culture

- We are accountable to our clients and the populations they serve.
- We support a learning culture internally and for our clients, using tools such as After Action Reviews (AAR) to foster a no-blame culture and to continually learn and improve.
- We have a strong Inclusion Network, focused on building a diverse workforce that reflects and understands the communities, patients, and partners we serve. The network has key principles of ensuring all colleagues are valued and can contribute, enabling all to thrive and be their resilient best.

Client service and value

In just over 10 years, HC has grown from 15 consultants to a team of 130, generating income to cover the full costs of their employment and reinvest in the further development of the team.

“Thank you for everything you have done. It has been brilliant having you on board. Through your strategy you have enabled us to really get off the blocks and into a good place to grow the programme engagement and reach. We could never have done this without you.” **Health Education England**

We provide excellent consulting services which deliver the outcomes clients seek and need

- Over the last couple of years our team has worked shoulder to shoulder with clients and colleagues to support efforts across the NHS to manage the Covid pandemic and support the recovery of services.
- All our consultants are trained to use our consulting process model.
- Seven internal communities of practice support the development of skills and expertise across the team.

We are transparent with clients and respond to their concerns

- Our consultants focus on the client needs and show low self-orientation, which is at the core of our culture.
- Clients depend on us to sensitively and confidentially handle their information and data.
- We help clients make an informed decision about whether we are the right provider via our bespoke project proposals.

We strive to improve the value we can give to clients

- Our commitment to an internal programme of continuous improvement helps us maximise value for our clients.
- We embed collective reflection into everything we do through action learning sets and AARs.
- We actively seek 360 degree feedback, as part of our appraisal cycle from clients and internal team members.

Professional development

We recognise that our people are critical to our future success and growth and we pride ourselves on being a team in which all team members can flourish.

We support our consultants to develop continually and organically against a competency framework and our learning journeys.

"You ran a very engaging leadership session which had loads of positive feedback from delegates. You were particularly good at engaging with the group, so much so that a few contacted afterwards to share your details to meet with you to discuss further work in their operational teams"

NHS Foundation Trust

We undertake training and professional development planning each year

- We buddy new recruits with experienced team members.
- Staff have monthly 121s and formal performance reviews twice a year.
- Our annual business plan, team skills audit and individual development plans inform our overarching Learning and Development Plan.

We promote strong core consulting capabilities and specialisms in our consultants and teams

- New staff receive a comprehensive welcome package and time to settle in.
- Our competency framework details the technical, attitudinal and leadership capabilities required by our consultants at each level.
- Consultants working remotely can join any team meeting or training event using digital conferencing tools available to all.

We support our employees' career progression, professional development and welfare

- Our consultants are expected to demonstrate their practical competency as a result of training.
- Career progression uses our competencies as the systematic basis for staff development providing increased clarity around performance expectations and establishing a clear link between the individual and organisational performance.
- We have a strong sense of team and a full range of health, wellbeing, and welfare schemes.

Diversity and inclusion

Healthcare Consulting is committed in its pursuit of excellence to:

- Equality of opportunity,
- A proactive and inclusive approach to equality,
- Promoting an inclusive culture, and
- Valuing diversity

We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our company and clients

- We are committed to demonstrating and achieving excellence through equality, diversity and inclusion by:
 - Building a diverse and inclusive workforce that reflects and understands the public we serve and the partners we work with
 - Ensuring all colleagues are valued and can contribute to our success
 - Empowering and enabling all colleagues to thrive and be their resilient best.

We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels. Furthermore we are committed to developing diverse future leaders and ensuring their progression in the NHS.

- At least 50% of our recruitment over the past two years was diverse.
- We have built an EDI workplan which will guide us in undertaking work to:
 - Provide an inclusion network across our team
 - Collect data to inform standards and create an evidence base to help inform decision making
 - Provide education and training
 - Provide specific actions to further improve leadership, talent management, development and succession planning.

We support industry efforts to improve progress on diversity and inclusion, implementing best practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.

- Through our work, internally and with clients we are committed to equality and diversity NHS principles and reducing health inequality gaps for the communities we serve.



Get in touch

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