



Change Management in the Public Sector

GE Healthcare Finnamore with Mids & Lancashire CSU

Midlands and Lancs Commissioning Support Unit employs 1300 staff in locations from Lancashire, to Staffordshire, Birmingham and Herefordshire. They provide end-to-end commissioning support services to 39 Clinical Commissioning Groups, covering 9.2m people.

GEHCF was commissioned to review the service development strategy, preparation of responses to Invitation to Tenders and the mobilisation of new business.

The consultants embedded themselves into the organisation enabling the change in dynamics and the introduction of a robust approach to bid qualification, assignment of bid managers, bid writers, review processes and pitch presentations giving an 80% bid win rate, worth £25 million.