

The Improvement Unit

Quarterly Update: Quarter 3 24/25

Welcome



I am pleased to present the first edition of the Improvement Unit Quarterly Update.

International Project Management Day is an opportunity to recognise the achievement of project managers and teams across the world. Here at the Improvement Unit, we celebrated the hard work, collaboration and creativity of the project, programme and improvement experts across the team by reflecting on our greatest successes.

Ratna Taylor Director of the Improvement Unit

Celebrating International Project Management Day

We have provided project and programme management expertise and support to clients at a place, system, region and national level. We worked with the NHSE Northwest Specialised Commissioning Health and Justice Team to support a programme of work across the northwest prison system to support a reduction in inequality whilst also improving healthcare and wellbeing services for everyone in secure and detained settings. Our impact includes:

- **Improvements in clinical outcomes** for patients through reduction in medication errors and delays in routine treatment
- **Improvement in patient experience and outcomes** through the delivery of effective Maternity and Perinatal services
- **Improvement in compliance** at HMP Styal which had a positive impact on the reduction of health inequalities on the women's estate
- **Improved access** to mental health and substance misuse services which improves health outcomes and reduces reoffending rates

Kate Clay, Head of Health & Justice for NHS England's North-West, said our support was '*instrumental in maintaining the programme's momentum*'. You can read more about this work in our latest [Annual Review](#).

New case study coming soon...

We recently collaborated on a national piece of work with NHS ML's Business Intelligence team to support the Department of Health & Social Care's Start for Life Programme including support on programme management, assurance, reporting and lessons learnt. Look out for the new case study coming soon with more details on our support.

Our new service offer

Our latest [Programme Optimisation, Assurance and Recovery](#) offer shares more details on how we can support your programmes.

Want to find out more?

Follow us on [LinkedIn](#) or email us at mlcsu.improvement@nhs.net

In the next edition...

Next time, find out more about our team in the staff spotlight.

We welcome your feedback, so please let us know if there is anything you would like to hear about in future editions:

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