

How we can help you to manage system flow and discharge challenges

Health and care systems are under increasing pressure to manage patient flow effectively.

Challenges such as rising demand, an ageing population with complex needs, and fragile domiciliary care and care home sectors create bottlenecks that strain resources and impact outcomes. Discharge pathways are often poorly understood, leading to inconsistencies, delays, and suboptimal care. Additionally, limited use of data and a lack of whole-system visibility further hinder efforts to streamline processes.

At NHS Midlands and Lancashire (NHS ML), we help health and care systems overcome these challenges. With our expertise in discharge optimisation and system transformation, we provide practical, patient-focused solutions that improve patient flow, enhance care quality, and build system resilience to adapt and thrive under pressure.

Why choose NHS ML

Expert guidance



Our team combines specialist clinical and analytical expertise, working side by side with your teams to address patient flow challenges on multiple levels.

Proven success



With a strong track record in urgent care redesign and discharge optimisation, we deliver results that enhance care, efficiency, and outcomes.

Clinically-led, data-driven solutions



We transform data into actionable insights, grounded in clinical expertise, to provide practical solutions that make a real difference.

What we offer

Reset events for system-wide improvement

Through detailed analysis of local health community activity, we identify opportunities for improvement and plan targeted actions to enhance patient care and system performance.

Discharge pathway optimisation

We streamline discharge processes to reduce delays, improve communication, and ensure patients transition smoothly to home or community settings.

Real-time pathway redesign

Using quality improvement principles, we remodel pathways of care in real-time, embedding best practices and fostering long-term sustainability.

Cultural and workforce development

We empower staff to embrace change, improving motivation, productivity, and communication through active collaboration and coaching.

Robust governance and insights

We implement reliable metrics and governance structures, providing a clear view of demand, capacity, and flow across the system.

On the ground change support

Our experienced senior nurses will work on site alongside your teams to identify, support, and embed improvement initiatives.

How you'll benefit



Better patient outcomes:

Improved safety, reduced delays, and smoother discharges mean patients receive timely, high-quality care.



Engaged and motivated workforce:

Staff are equipped with the tools, confidence, and support to drive meaningful improvements and feel valued.



Streamlined processes:

Simplified pathways and consistent communication across systems reduce confusion and improve collaboration.



Sustainable change:

We leave your organisation with improved systems, empowered teams, and the tools needed for continuous improvement.



Enhanced system resilience

By addressing bottlenecks and inefficiencies, we help your organisation become more adaptable, capable of maintaining performance under pressure, and prepared to handle future challenges.

For more information on our products and services contact us today:

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