

# Case Study

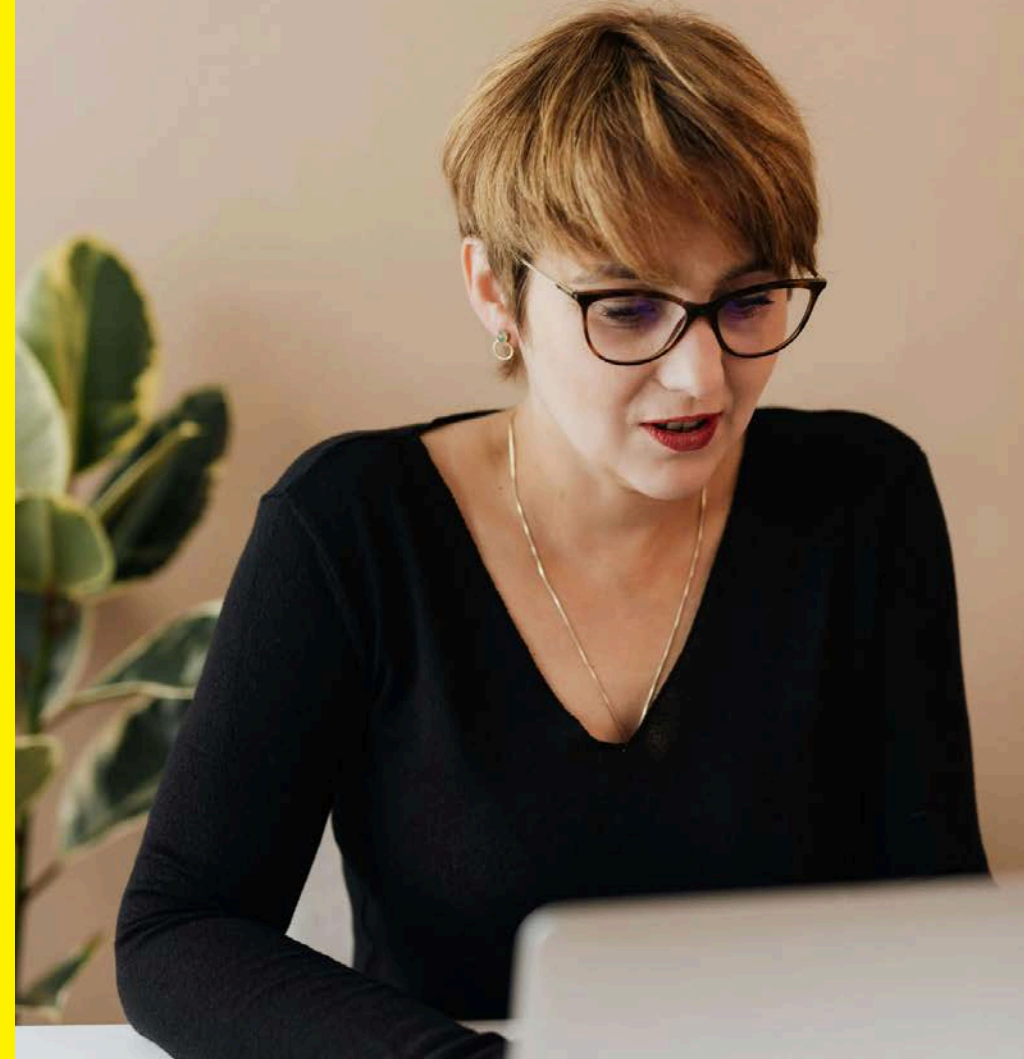
Adoption of a new digital system with two interfaces used across four partner organisations, designed to support sexual health services, streamlining operations and enhancing the quality of care plus experience for service users.



# Project Brief

BAXENDALE

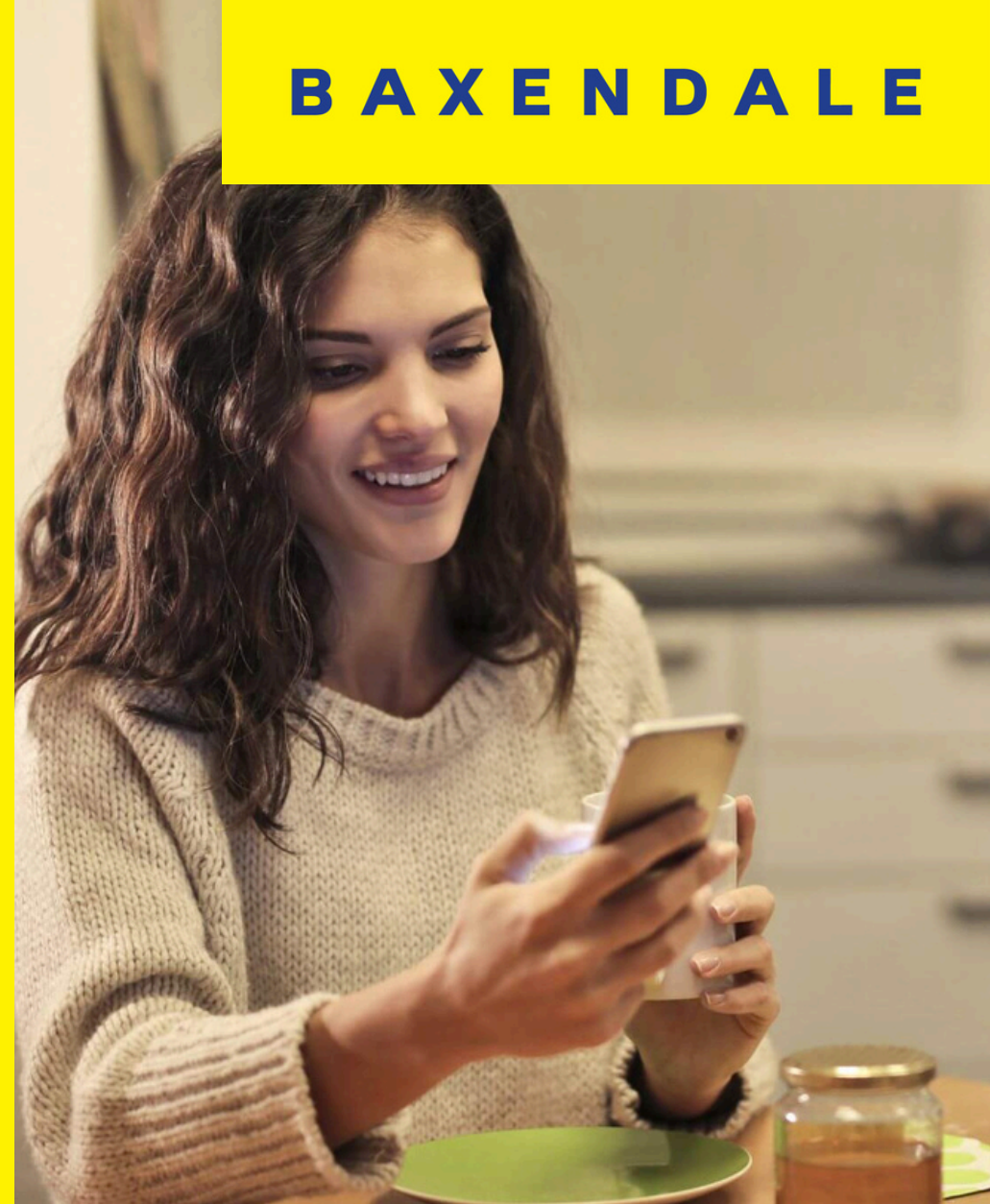
- New digital system aimed to fundamentally transform the service user experience while providing a fully connected digital solution across all elements of the project.
- The service user interface transformed the way individuals interacted with the service by offering features like online ordering of STI kits and condoms for convenient delivery to a chosen address.



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- On the clinician side, the interface facilitated a joined-up service across all elements of the service, from pathology to outreach across digital and clinic based care.
- This ensured a single view of the truth, supporting continuity of care and enabling service optimisation and transformation.



# How We Helped

- Robust project management support including risk management, stakeholder mapping and project planning to ensure the solution was mobilised safely, effectively and in meeting the tight timeframe.
- Mobilising the project plan, collaborating closely with stakeholders to ensure timely completion of tasks and effective management of risks.



# How We Helped

- Collaborating with Provide Wellbeing and key strategic partners, including Terrance Higgins Trust (THT), Essex Partnership University NHS Foundation Trust (EPUT), and East Suffolk and North Essex NHS Foundation Trust (ESNEFT), to map out system requirements.



# How We Helped

- Working at the interface between Provide Wellbeing and the digital system provider to establish effective contracts and customise the system to meet business needs.
- Providing support to teams in preparing for digital mobilisation, including establishing governance arrangements for both during and post-launch phases.



# The Outcome

- Successful support of the timely mobilisation of Provide's new digital system specifically tailored to their and their strategic partner's needs, ensuring a seamless transition and a high level of integration across the service.
- Its implementation has empowered Provide to further innovate their offering and services, supporting their strive to deliver the highest quality service to their users.



# Get in touch!

From service level change to full system solutions, **our Director Tom Davis** works closely with clients to identify and fully understand what they need and using this insight to develop strategic and operational solutions that work.

Knowledge transfer is crucial to his approach – working closely with service and transformation teams to ensure they have the capacity and capability to deliver.



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