



Case Study

Who We Are

Baxendale, an employee-owned B-Corp is an impact-driven provider of strategic advice and effective, innovative solutions for the health, care, and wellbeing sector.

Our service offers direct support for health providers in the primary, community and secondary care spaces.

We Can Support You With

-  Bids and procurement
-  Improvement, innovation and transformation
-  Estates and infrastructure
-  Commercial growth and new ventures
-  Partnership development
-  People and organisational development
-  Evaluation and impact

Overview

Baxendale were commissioned by Ranworth Surgery in Clacton-on-Sea, Essex, to provide bid strategy and advice, and bid production and submission support.

Ranworth were bidding for the procurement of Alternative Provider of Medical Services (APMS) contracts for Caradoc, Frinton Road, Epping Close and Green Elms practice offers. This presented an opportunity for the practice to secure the delivery of these core services for the next 7-10 years, while creating a platform from which to transform primary care more widely via a Primary Care Network.



The Project Brief

We reviewed a wide variety of content as part of this process, bringing forth our own expertise to make suggestions for improvement. Topics covered in the bid included:

- Workforce (capacity and capability; training; leadership and values; staff management and competency)
- Quality Procedures and performance (patient feedback; complaints process; governance of patient safety, and infection prevention and control (IPC); safeguarding; chronic disease management; and writing case studies)
- Mobilisation (approach, mobilisation plan and risk register)
- Service Delivery (patient access; digital innovation; medicines management; partnership working; and managing multiple sites)
- Sustainability
- Information Governance (data security and protection; and management of information governance)
- Finances (financial modelling template (FMT))

The Outcome

As a result of our dedicated efforts to assist Ranworth Surgery in completing their bid response on time and to a high quality, Ranworth Surgery's tender application was successful, and the contract was secured.

We were highly praised by the Ranworth team for our efforts in enabling this success. We were told (informally) that it was a highly competitive field (6 bidders) where our tender stood 'head and shoulders' above the competition.

Ranworth Surgery secured the contract in a highly competitive field.



About Us: Meet Debbie Oxberry, Senior Bid Manager at Baxendale

Debbie has worked in health and social care business development for over 25 years.

She has successfully assisted numerous organisations in developing effective strategies and achieve business growth.

Her primary objective is to simplify and streamline the bid process, eliminating unnecessary complexities and reducing stress for her clients.

