

The Challenge

Ameo was engaged to help a Wiltshire-based NHS Trust win a contract to provide mental health services in Bristol. The contract was to be tendered through open competition. We were asked to develop an innovative approach which would allow our partner to position itself as the overall mental health leader, as well as the manager of all resulting provider contracts.

The Outcome

Ameo helped secure the principal mental health provider contract for Bristol, which was worth over £15 million. Our consultants:

- developed and showcased a professional provider bid.
- developed an innovative approach to system leadership, resulting in our partner securing overall management of the fifteen-plus provider contracts for mental health in Bristol.
- recruited a permanent management team for our partner and transferred knowledge to them. This ensured the Trust could continue to run contracts in house, once our engagement came to an end.

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It was the right thing to get Ameo's support. They did the job well. The skills, professionalism and experience that Ameo brought were excellent.
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The Engagement

Our partner did not have the capacity, skills or experience to develop a bid that would showcase its capacity for innovative thinking. The client team was underpowered and needed help to position itself as the preferred bidder in the open marketplace.

Ameo worked with the client team to define the various elements needed for the bid, to simplify them and to create a way to showcase the Trust's development and performance, which had been under scrutiny in the past. We managed relationships with members of the CCG and facilitated the interface between the CCG and our partner.

This was a very important achievement for the Trust, as confidence within the organisation was low, due to public scrutiny of its performance.

As a result of our involvement, our partner was appointed to manage the 15+ contracts currently operating in Bristol. Our services were retained, and our consultants worked with the Trust to implement a leadership model, develop new structures, create efficient processes and define a new culture to support the system. At the end of our engagement, we passed our knowledge to the new system management team, which we had helped recruit, to ensure continuity of service.