

East Dunbartonshire Council and Greater Glasgow PCT

Joint Occupational Therapy Service



What our client wanted

In line with the Joint Future Agenda, East Dunbartonshire Council, Greater Glasgow Primary Care Trust and North Glasgow Universities Acute Hospitals NHS Trust decided to work together to establish a joint occupational therapy service (JOTS).

What Frontline did

In the early stages of JOTS, Frontline provided project management support, including:

- provision of expert advice on process redesign methods
- facilitation of stakeholder groups to develop and chose options
- evaluation of the multi-agency partnership process

As the project developed, Frontline took on a more hands-on role, with one of our consultants seconded to act as part-time project manager. In this role, our consultant was responsible for:

- developing a project plan that had buy-in from the implementation team
- facilitation of internal stakeholder groups to agree new processes and activities
- influencing the investigation and adoption of shared assessment paperwork
- facilitation of workshops with senior management to agree cross-agency roles
- development of job descriptions for new multi-agency roles
- evaluation of progress and delivering further work and changes required

What difference we made

Our direction and facilitation ensured that a shared vision for JOTS was agreed at an early stage to deliver the new service and that the partners agreed an organisational structure. In addition, our involvement ensured that the necessary behavioral changes were achieved. Finally, a full time implementation manager was hired to implement the service.