

Improving Your Performance



“Frontline provided a tailored market assessment that clearly identified the market for our community healthcare services along with the opportunities and threats. They made clear and practical recommendations on how our organisation should respond. Their work has helped us to identify our core business and recommended areas of focus to allow us to effectively engage with the market and develop our business plans and operations. I would be more than happy to work with Frontline again, and look forward to doing so in the future”.

Mr Derek Pamment, Associate Director of Operations,

“Frontline worked alongside us to analyse our existing system of Business Planning, which required overhauling and renewal. In that year we needed them to do direct hands-on work with us. From this period of consultancy we have continued on our own to develop and evolve our business planning system to a much more sophisticated and rigorously monitored process. In that initial stage of development Frontline brought exactly the right kind of external scrutiny and benchmarking coupled with an ability to work with us (in our midst) in a very skilled manner so we experienced together the building of the improved approach.”



Helen Scott, Executive Director, Children, Learning Disability
Modernisation and Partnership Development



“Frontline provided excellent independent facilitation enabling us to go beyond our current thinking. They also drove out clear and measurable actions that enabled us to translate our thinking into focussed execution. “

Douglas Johnson, Director of Strategy, Planning
Scottish Widows

“Frontline was instrumental in leveraging the growth of Walker Technical Resources. It carried out market analysis, leading to development of our product portfolio, and prepared a business plan that provided the path for our growth. Their consultants also provided support for me in my entrepreneurial role. The benefit of their services has been demonstrated by our growth over the past number of years.”



John Langler, Chief Executive
Walker Technical Resources



"Frontline provided the challenge and impetus to get service users, carers, staff, partners and the wider public to think differently about service delivery now and in the future. They helped shape the future models of care and ensured the wider public had a voice".

Cathie Cowan, Director Service Development

Fife NHS Board