

Stroke Association and the Graduate Management Programme



Case study

Grace Fry, cohort 6

Improved service effectiveness and increased value for money

Grace undertook primary research, working with staff and service users to review the existing Life After Stroke Centre in Bromsgrove that had been identified as needing support. Grace identified issues faced by the service.

Grace reviewed the Stroke Recovery Service, evaluating problems and possible solutions. This involved working with staff on a one-to-one basis to identify any gaps in their skills or knowledge, looking at how this was reflected in the work produced. She recorded this on the Customer Relationship Management (CRM) system.

Grace created and presented a report of her findings and suggested improvements to the service and centre. These have been used by senior management to widen the review and explore whether the issues identified are affecting other regions.

The report has also been shared with regional management so that any gaps can be explored further.

Improvements

- Identification of issues in service set-up shared through lessons learned and alternative approaches to be considered.
- Establishment of the new reporting systems enable managers to analyse the service delivery and make improvements.
- Reports will be made available to staff throughout the organisation for ongoing reference to inform continuous improvement of systems and processes.

Impact

- Both reports were acted upon and are integral to improving the way The Stroke Association delivers services. As a result, those who use services will benefit from both pieces of work.
- The reports offered constructive quality improvement opportunities, which will also improve overall value for money.

