

Our One-Page Profile

The UM Unit at Health Innovation Manchester

“Blending clinical and analytical expertise to support health and care systems to improve patient pathways, experience and outcomes”



DISCOVER



IMPROVE



EVALUATE



CHANGE

What people appreciate about us

Our analytical & clinical knowledge, skills and expertise.

We are independent, objective and trusted.

We are cognisant and respectful of the pressures, challenge and risks experienced by system partners and their staff.

We are responsive, flexible & adaptable and deliver what we say we will.

What is important to us

To undertake work that has a purpose and which makes a difference to the lives of people, positively impacting on reducing local health inequalities and improving health and well-being outcomes.

To maintain a clinical focus in the work that we do in terms of the quality of care delivered, clinical safety and governance and, good patient and staff experience.

To fully utilise our knowledge, skills and capabilities.

To have good effective working relationships both internal and external to our organisation underpinned by trust and mutual respect.

To keep learning and generating new ideas and connections, to support our clients and enhance our work portfolio and GM & regional profile.

To be the ‘go to people’ when health & care system partners need clinically led analytics insight, help & support.

How to work with us

Involve us at the beginning of a piece of work and set realistic expectations and timelines for project delivery.

Listen to us when we express concerns regarding project scope or deliverability, clinical safety or impact on service user and staff experience.

Help us to access in a timely manner the right data and IT software to do the work.

Facilitate on our behalf an effective and efficient Information Governance pathway to minimise delay and avoid staff frustration.

Give us constructive feedback; what did we do well and what can we do better next time?