IHP

Independent Healthcare Partners
MANAGED GROWTH & ADVISORY

From clinical excellence to *commercial strength.*

A hands-on managed growth and advisory partner for independent healthcare providers across the UK, whether your patients pay for themselves, are insured or are funded by the NHS.

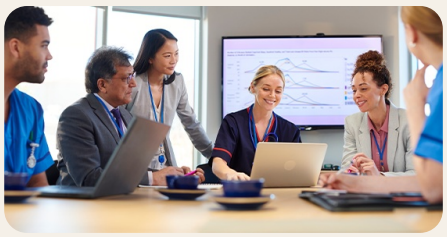


www.ihp-ltd.co.uk
Independent thinking. Practical support.

Why I founded *Independent Healthcare Partners.*



James Sumner
FOUNDER



I have spent nearly 30 years working in complex healthcare organisations within primary and community care provision, commissioning, and during the last decade as a CEO of four different NHS acute and specialist hospitals.

Over that time, independent providers have become an ever more important part of how people in the UK receive care. Some serve patients who pay for themselves. Some are built around insured work. Many now deliver NHS-commissioned services alongside private care.

Whatever the mix, I see the same story again and again: clinically excellent organisations, led by people stretched across strategy, operations, regulation, finance and marketing, with too little time to step back and plan for what comes next.

I founded IHP to change that. We are one partner, working across strategy, operations, advice and systems, and we stay involved to help you deliver the plan, not just write it.

We also bring something most advisers cannot: senior leadership experience from across the NHS and independent sector, access to healthcare data and market insight that shows where demand is and how it is changing, and the communications and marketing expertise to help you win that business.

This booklet explains what we do and how we work. If any of it sounds familiar, I would welcome a conversation.

James Sumner
FOUNDER, INDEPENDENT HEALTHCARE PARTNERS

WHO WE WORK WITH

Whoever pays for your care, *we help you grow.*

IHP works with independent healthcare providers of every kind. We understand how each income stream works, what it demands of you, and how to build a business that is strong across all of them.

SELF-PAY

Patients who pay for themselves

Pricing, patient experience and conversion, a strong brand and digital presence, and the referral relationships that keep demand coming.

INSURED

Private medical insurance

Insurer recognition and network listings, tariff discussions, consultant relationships, and the data and reporting insurers expect.

NHS-COMMISSIONED

NHS-funded services

Commissioning intentions, bids, tenders and procurement, contract and pricing models, and the governance the NHS requires.

MIXED MODEL

A blend of NHS and private work

Balancing capacity, margin and risk across income streams, with one plan and one set of systems that work for every payer.

TYPICAL CLIENTS

Owner-led and founder-led businesses across the UK, typically with a turnover of around £1m to £10m, from single-site clinics to growing multi-site groups.

They are clinically strong and commercially ambitious, but stretched by running and developing the business at the same time, and ready to grow, stabilise or change.



THE CHALLENGE

The pressures you are *carrying.*

Running an independent healthcare business means leading clinical quality, people, money, regulation and growth, often all at once. The same few issues come up again and again.

01

Everything runs through the owner

Decisions, problems and relationships land on one desk, leaving little time to lead, plan or step back.

02

Advisers who don't join up

An accountant here, a consultant there, a systems supplier somewhere else. Nobody is looking at the whole business.

03

Regulation and assurance

CQC registration, governance and compliance take time and expertise, and getting them wrong carries real risk.

04

Winning work from every payer

NHS tenders, insurer contracts and self-pay demand each work differently, and each rewards specialist experience.

05

Systems that don't keep pace

Finance, scheduling and patient administration tools that were fine at the start begin to hold growth back.

06

Growing without the insight

Where is demand rising? Who are you competing with? How do patients and referrers find you? Growth needs evidence and a voice.



One partnership, so clinicians can stay focused on care.

One joined-up partner, not another *adviser to manage.*

We replace fragmented support with one partner working across the four connected areas that shape how your business runs.



Strategy

A clear three-year growth or stabilisation plan grounded in market data, your operations and finances, with regular senior review to keep it on track.

Operations

The structure, operating procedures, rhythm and oversight that let the business run well day to day, without depending on the owner for every detail.

Advice

Experienced support for the decisions that matter most: regulation, governance, bids and tenders, insurer and commissioner relationships, marketing and investment.

Systems

Selecting and embedding the market demand, financial, scheduling, patient administration and reporting systems that turn data into insight.

> *Strategy, operations, advice and systems, joined up and owned by one partner who is accountable for progress.*

WHAT SETS US APART

Experience, insight and a voice *that gets you heard.*

Plenty of advisers can write a plan. IHP combines three things that are rarely found together, and that make the difference between a plan and real growth.

Senior healthcare leadership

A team that has led hospitals and healthcare businesses across the NHS and independent sector. We know how commissioners, insurers and regulators think, and what it takes to run safe, sustainable services.

Data and market insight

Access to healthcare data and analytics that let us size your market, track demand and waiting times, map competitors and referral flows, and benchmark your performance. Decisions based on evidence, not instinct.

Communications and marketing

Expertise in brand, positioning, digital marketing and stakeholder communications, so patients, consultants, insurers and commissioners know who you are and why to choose you.

SPECIALIST EXPERTISE

CQC registration and regulation

Registration, compliance and governance that give owners, boards and regulators confidence.

NHS and insurer contracts

Bids, tenders, procurement, insurer recognition, and contract and pricing models.

Governance and stakeholders

Governance that complements clinical teams, and confident management of partners and investors.

Systems that support growth

Finance, scheduling and patient administration systems that put data at the heart of decisions.

- Senior healthcare leaders, not junior analysts
- A managed service with clear accountability
- Practical delivery, not just a report
- Support that flexes as your business changes

MEMBERSHIP

Three levels of support. *One partner.*

Every IHP membership starts with a clear plan and a senior adviser who knows your business. Each level builds on the one before, adding a closer working rhythm and more hands-on support.

	PACKAGE 01 Advisory	PACKAGE 02 Growth	PACKAGE 03 Partnership
WORKING RHYTHM			
How often we meet	Quarterly	Monthly	Weekly
STRATEGY AND ADVICE			
Three-year growth or stabilisation plan	✓	✓	✓
Quarterly progress reviews and senior strategic advice	✓	✓	✓
Specialist support: bids, tenders, procurement, CQC and regulation	✓	✓	✓
Market data and insight to inform your plan	✓	✓	✓
GROWTH AND DELIVERY			
Monthly development meetings based around data insights that drive good decisions	–	✓	✓
Hands-on support for new services, sites and referral sources	–	✓	✓
Marketing and communications support	–	✓	✓
Selecting and embedding systems and processes	–	✓	✓
OPERATIONAL SUPPORT			
Weekly operational oversight	–	–	✓
Listings, bookings, invoicing, reporting and stakeholder support	–	–	✓
Weekly owner reporting and monthly performance feedback	–	–	✓

Memberships are agreed on a simple monthly basis, and your level can be reviewed as your needs change, for example stepping up support during a period of rapid growth or significant change.

PACKAGE 01

Advisory

01

THE FOUNDATION OF EVERY MEMBERSHIP

A clear plan, a senior adviser who knows your business, and experienced support for the decisions that matter most.

Advisory gives you senior strategic direction without adding to your management overhead. We start by understanding your operations, finances and market, then agree a practical three-year plan with you and review progress every quarter.

Between reviews, you have experienced help on hand for the significant moments: a tender, a new contract, a regulatory question or an investment decision.

WHAT'S INCLUDED

- A three-year growth or stabilisation plan based on your operations, finances and market data
- Quarterly progress reviews and senior strategic advice
- Specialist support for bids, tenders, procurement, CQC registration and regulatory matters

BEST SUITED TO

Owners who run day-to-day delivery well but want senior direction and confident support for significant decisions.

YOUR YEAR WITH ADVISORY: FOUR QUARTERLY REVIEWS



PLAN AGREED · Q1 REVIEW · Q2 REVIEW · ANNUAL REFRESH

WHAT CHANGES FOR YOU

Clarity

A shared plan for the next three years that your team understands and can work to.

Confidence

Senior healthcare judgement on hand for the big decisions, so you never face them alone.

Control

Progress measured and the plan refreshed every quarter, keeping the business on course.

PACKAGE 02

Growth

02

EVERYTHING IN ADVISORY, PLUS

A monthly rhythm and hands-on help to put your growth plan, new systems and commercial priorities into practice.

Growth is for providers who want a partner to help make the plan happen, not just help create it. We meet monthly to look at data insights and performance together. We'll agree the decisions and actions that will move the business forward.

Between meetings we roll up our sleeves: developing new services and sites, opening up referral sources, sharpening your commercial position and embedding the systems and processes that make growth sustainable.

WHAT'S INCLUDED

- Monthly development meetings based around data insights that drive good decisions
- Hands-on support for new services, sites, referral sources and commercial positioning
- Marketing and communications to reach patients, referrers, insurers and commissioners
- Help selecting and embedding systems and processes

BEST SUITED TO

Providers ready to grow or change and looking for a partner who can help make the plan happen, not just write it.

YOUR YEAR WITH GROWTH: TWELVE DEVELOPMENT MEETINGS



MONTHLY MEETINGS

QUARTERLY STRATEGIC REVIEWS CONTINUE

12 MONTHS

WHAT CHANGES FOR YOU

Momentum

Decisions made and acted on every month, rather than waiting for the annual plan.

Delivery

New services, sites and referral routes launched with experienced hands alongside you.

Insight

Performance data that drives action, supported by systems that grow with you.

PACKAGE 03

Partnership

03

ADVISORY + GROWTH, PLUS

Weekly operational support so the business runs well without depending on the owner for every detail.

Partnership is our most complete level of support. Alongside strategy and growth, we provide weekly operational oversight, spotting and resolving issues before they escalate and keeping the business running smoothly.

We support the everyday mechanics that consume owners' time, from listings, bookings and invoicing to reporting and stakeholder relationships, and keep you informed with clear weekly reporting.

WHAT'S INCLUDED

- Weekly operational oversight, identifying and resolving issues proactively
- Support for listings, bookings, invoicing, reporting and stakeholder relationships
- Weekly owner reporting and monthly performance feedback

BEST SUITED TO

Owners stepping back from day-to-day running, or businesses going through rapid growth or significant change.

YOUR YEAR WITH PARTNERSHIP: HANDS-ON EVERY WEEK



WEEKLY OVERSIGHT

MONTHLY PERFORMANCE FEEDBACK

52 WEEKS

WHAT CHANGES FOR YOU

Time back

The business runs well without needing you in every detail, every day.

Fewer surprises

Issues spotted and resolved early, before they affect patients, staff or income.

Visibility

Clear weekly reporting and monthly feedback, so you always know where things stand.

OUR APPROACH

Practical, present and *accountable for progress.*

We do not arrive with a generic framework. We take time to understand your business, then work alongside your team to make change happen and stay involved to keep it on track.

01

Discovery and diagnostic

A focused review of your current operations, systems and growth plans, so we start from an honest picture of where the business is today.

02

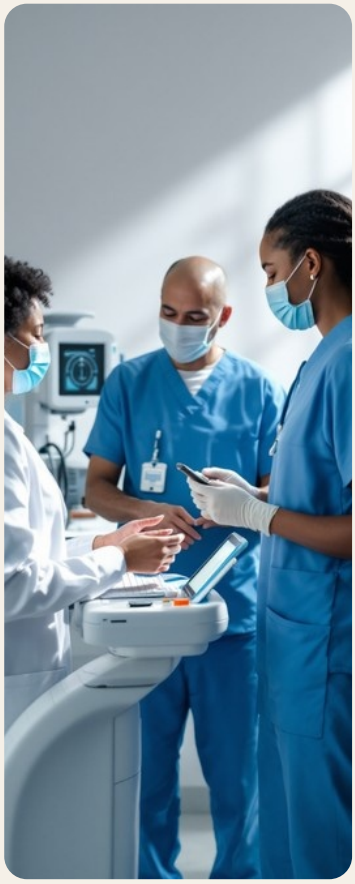
Design the plan

A clear roadmap, prioritised around the work that will make the biggest difference, agreed with you and owned by both of us.

03

Embed, deliver and grow

We work alongside your team to implement the plan, and evolve our support as the business develops.



OUR TEAM

A highly experienced team with careers across the NHS and private healthcare: people who have led hospitals and healthcare businesses and understand the practical realities facing independent providers.

- Governance
- Regulation
- Financial strategy
- Digital implementation
- Data and market insight
- Communications and marketing

OUR SPECIALIST NETWORK

We also draw on a national network of trusted specialists, so you can bring in the right expertise at the right time without having to find and manage it yourself.

- Data analytics
- Recruitment
- Management consultancy
- Financial advice

START THE CONVERSATION

A focused first look at where your business *can go next.*

No obligation and no jargon: just an honest conversation about where your business is today, the pressures you are carrying, and whether IHP is the right fit, whatever your mix of self-pay, insured and NHS-funded work.

01

A discovery call

A short, no-obligation conversation to understand your organisation, priorities and the change or opportunity in front of you.

02

A light-touch diagnostic

A practical initial view across strategy, operations, advice and systems, informed by data on your market.

03

A clear recommendation

A recommended support level matched to your needs and goals, with no pressure to proceed if it is not the right fit.

Arrange a consultation

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IHP

Independent Healthcare Partners
NATIONWIDE UK SUPPORT

VISIT US AT

www.ihp-ltd.co.uk

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Independent thinking. Practical support.