

Case Study

Mayflower Medical Group Mobilisation



The project brief

In early 2022 Livewell Southwest (LSW) was asked by Devon ICB to take on a caretaker contract for Mayflower Medical Group, a Primary Care Network in Plymouth serving 50,000 patients across five practices. With three months available until contract go-live, Baxendale was asked to lead on the mobilisation of the contract and ensure the safe and smooth handover from the previous provider to LSW.



We supported the project by:

- Developing a comprehensive mobilisation plan encompassing all necessary actions to ensure a safe and smooth contract handover.
- Establishing and leading a mobilisation steering group comprised of subject matter experts covering Workforce, Service Model, Governance, Finance & Contracts, Communications & Engagement, Business Intelligence, Digital, Estates and Clinical Governance.
- Managing the mobilisation plan, collaborating closely with stakeholders to ensure timely completion of tasks and effective management of risks.
- Collaborating with the previous provider, Devon Doctors, and Devon ICB to ensure timely transfer of information and troubleshooting any roadblocks.





We supported the project by:

- Working with all third party suppliers to ensure seamless contract novation or set up of new contracts where necessary.
- Working at the interface between LSW and Devon ICB to establish contractual arrangements.
- Supporting the delivery model options appraisal and subsequent set up of Livewell Primary Care Group, a LSW subsidiary and holder of the caretaker contract.
- Providing support to teams in preparing for go-live, including establishing governance arrangements for both mobilisation and post go-live.

The Outcome

We successfully supported LSW with the timely mobilisation of the caretaker contract, ensuring a safe and seamless contract handover from Devon Doctors to Livewell Primary Care Group.

