

Service offers

Leadership, capability and systems
for health and care organisations that want to improve -
and keep improving.

Quality management | Board development | Coaching
Improvement capability | Keynotes & events | Action learning

Improvement from within

We help health and care organisations build the leadership, capability and systems they need to improve - and to keep improving.

Our directors bring senior experience of leading complex health systems, alongside deep expertise in quality, improvement, organisational development and change. We work with boards, executives, clinicians and teams on the real challenges they face.

We do not bring a proprietary model and ask organisations to fit it. We start with what is already there, strengthen what works, and build the leadership, routines and capability needed for improvement to become part of how the organisation operates.

Six complementary offers

01

Quality Management System
design & implementation

02

Board & executive
development

03

Executive
coaching

04

Improvement teaching &
capability building

05

Conferences, keynotes
& events

06

Action learning
sets

Each offer can stand alone, or several can be combined into a wider partnership. Delivery can be in person, online or blended, in the UK or internationally.

01

Quality Management System design & implementation

Helping organisations create a coherent, practical system for managing, assuring and continuously improving quality.

Many organisations have strong individual components of quality management, but these do not always operate as a coherent whole. We work with leaders and teams to connect planning, assurance, improvement, measurement and governance into a practical system that fits the organisation and becomes part of everyday management.

Typical work

- Assessment and maturity review of the existing quality system
- Quality planning, control, assurance and improvement
- Measurement, reporting, governance and leadership routines
- Phased design, implementation and implementation coaching

02

Board & executive development

Helping boards and executive teams lead quality, improvement and organisational change with greater clarity, confidence and impact.

Boards and executive teams create the conditions in which improvement succeeds. We design development around live organisational priorities, combining evidence, practical experience and constructive challenge so senior teams can examine how they lead, work together and shape culture.

Typical work

- Board and executive team effectiveness
- Leadership for quality, improvement and system change
- Strategic alignment, priority-setting and contemporary governance
- Workshops, away days, diagnostics and longer-term development

03

Executive coaching

Helping senior leaders strengthen their effectiveness in the real context of their work.

Our coaching creates protected space for reflection, challenge and development, and can go beyond conventional coaching conversations. Where useful, we work alongside leaders in their day-to-day context through observation, shadowing and direct confidential feedback.

Typical work

- Chief executives, executive directors and clinical leaders
- Leaders entering new roles or navigating significant change
- One-to-one, team and longer-term coaching relationships
- On-site observation, shadowing and feedback on leadership practice

04

Improvement teaching & capability building

Building the knowledge, skills and confidence people need to improve health and care.

Sustainable improvement depends on internal capability. We design learning around the organisation's needs, not a fixed curriculum, and wherever possible participants apply their learning to real challenges from their own organisations.

Typical work

- Improvement science, patient safety and leadership for improvement
- Systems thinking, variation, measurement and testing
- Collaborative improvement, large-scale change and culture
- Masterclasses, academies, faculty development and longer-term partnerships

05

Conferences, keynotes & events

Engaging, challenging and equipping audiences around leadership, quality, improvement and change.

A strong conference contribution should do more than inform. We work with organisers to understand the audience and purpose, then shape each contribution to help people see issues differently, connect evidence with experience, and leave with ideas they can apply.

Typical work

- Leadership in complex health systems
- Quality, improvement, patient safety and organisational culture
- Leading through uncertainty, crisis and system change
- Keynotes, workshops, panels, chairing and executive events

06

Action learning sets

Creating structured peer learning in which leaders work on real challenges, learn from one another and turn reflection into action.

Small groups meet regularly with skilled facilitation. Participants bring real challenges, question and support one another, test actions between sessions and review what happened. The value comes from disciplined reflection, diverse perspectives and accountability for action.

Typical work

- Executive, senior, clinical and professional leader sets
- Cross-organisational or cross-system cohorts
- Sets focused on shared leadership or improvement challenges
- Virtual, in-person or blended delivery with optional internal facilitator development

Meet the team

We're a small senior team, on purpose. Work with Quality Bureau and you work directly with experienced leaders who still do the work - in the room, with the team and in the data.



Karl Milner

Strategic communications and board development

More than three decades across politics, business and the NHS, helping chairs, chief executives and senior teams strengthen narrative, reputation, challenge and action.



Maxine Power

Improvement science and quality management

A nationally recognised improvement leader with more than 35 years across the NHS, academia and national policy, specialising in quality management systems and large-scale transformation.



Carrie Marr

Safety, governance and organisational change

A senior health-system leader who has led safety and quality at system level in Australia and organisational effectiveness in the NHS, combining governance expertise with a strong focus on culture.



Jason Leitch

Healthcare leadership, quality and culture

An internationally recognised healthcare leader and former National Clinical Director for Scotland, bringing experience across clinical practice, government, executive leadership and global improvement.



James Mountford

Leadership, coaching and improvement strategy

A health and education sector leader, executive coach and adviser with a medical background, focused on clinically led strategy, people-centred management and sustainable improvement.

Full profiles: qualitybureau.co.uk/team

How we work

Our work is practical, collaborative and tailored to context. Five principles run through every engagement.



Senior experience

First-hand experience of leading complex health systems - not simply advisory expertise.



Practical improvement

We combine improvement knowledge with operational reality.



Credibility at every level

We work with boards, executives, clinicians and frontline teams because lasting change requires work at all levels.



Working alongside

We work alongside clients, strengthening what already exists rather than doing improvement to them.



Capability that lasts

We aim to leave behind stronger leadership, routines and capability than we found.

Start with the challenge, not the product.

We can shape a single intervention or a wider partnership around your priorities.

Better improvement starts inside.

Let's talk about the challenge you are trying to solve and what stronger internal capability could look like.

www.qualitybureau.co.uk

UK and international health and care