

Case Study

Creating Connection Across Boundaries: Collaborative Development of Transfer of Care Hub

The Challenge

As part of a system-wide programme to improve how patients move through the health and care system, senior leaders from two acute hospitals, a community health provider, three Local Authorities representing social care, primary care, and the charity sector came together to co-develop a new Transfer of Care Hub.

The goal was to support the safe, timely discharge of patients from hospital – enabling them to continue their recovery at home or in the community – and in doing so, ensure that hospital beds remained available for those most in need.

While many stakeholders had worked alongside each other before, this was the first time all partners had gathered with a shared mandate and intention. The challenge was to move from fragmented activity to a collective model of delivery – building shared purpose, clarity and trust across traditional organisational boundaries.



Our Approach

We designed and facilitated a three-session process that helped the group move from connection and visioning, through prioritisation and structure, to creative future planning.

Session 1: Shared Vision & Mission

We began by building relationships and exploring the wider context of the programme. Together, participants co-created a shared vision and mission for the Transfer of Care Hub. A collaborative “rules of engagement” activity was used to support psychological safety, surface expectations, and create joint accountability.

Session 2: Principles, Priorities & Governance

In the second session, the group defined a set of shared working principles and used these to identify and cluster the top priorities for operational delivery. Together, they co-designed a governance framework that reflected the complexity of their joint work and the different organisational lenses around the table.

Session 3: Shared Language & Innovation

This session focused on embedding alignment and generating momentum for change. Using an appreciative inquiry approach, we explored what was already working well across the system and

identified how this could be built on to meet the programme's ambitious delivery goals. A shared language activity helped ensure clarity and consistency in communication across partners.

Each session was designed with care to balance safety, challenge and meaningful collaboration — using structured reflection, creative methods and skilled facilitation to ensure all voices were heard and valued.

The Impact

By the end of the programme, what had started as a group of stakeholders had become a unified, forward-focused programme team. The sessions created:

- A co-authored **vision and mission statement**
- A clear set of **shared working principles**
- Agreement on the programme's **top operational priorities**
- A jointly designed **governance framework**
- Stronger cross-sector **relationships and alignment**
- A renewed sense of shared purpose and energy

Facilitator Reflection

“ *By the final session, there was a noticeable shift in the group — from a collection of individuals representing different organisations to a cohesive team with shared language, shared ownership, and real momentum.* ”

This work laid the foundations not only for operational progress, but for sustainable collaboration across organisations — all in service of improving patient outcomes.

Contact Details

To discuss how Faye Beddow Consulting can support you with your organisational challenges, please contact us today:

Email: info@fayebeddow.co.uk

Phone: 07957997023

Website: www.fayebeddow.co.uk

LinkedIn: www.linkedin.com/in/fayebeddow

