



Independent Healthcare
Providers Network

Commercial Associate showcase

“IHPN Commercial Associates are an important part of our vibrant independent healthcare community.

This year we wanted to make it even easier for our members to identify and connect with IHPN Commercial Associates.

That’s why I’m delighted to introduce our first Commercial Associate showcase. It sets out the great products and services on offer to IHPN members to support them deliver great care and successful commercial outcomes.

We hope that this new showcase document will help to generate new connections and relationships as independent healthcare goes from strength to strength.”



David Hare
Chief Executive
IHPN



**ASSOCIATION
EXCELLENCE
AWARDS 2024**

WINNER

UK ASSOCIATION OF THE YEAR

AA Euro Healthcare

AA Euro Healthcare falls under the umbrella of AA Euro Recruitment (UK) Ltd. Our agency provides strategic and consultative partnerships with healthcare services across the UK & Northern Ireland. Our main aim is to support and assist the Healthcare Sector with workforce planning and respond to any emergency staff shortages that are, unfortunately unplanned.

Our dedicated Healthcare Team ensure that our agency adheres to the practices and regulations governing the Healthcare Recruitment Sector in the UK & NI. Our Training & Compliance Manager ensures our Temporary Employees are fully and continuously compliant with these standards and practices offering piece of mind to our clients across this Sector.

In addition to our Temporary Recruitment, we also offer Permanent Recruitment Solution. Our Team have over 20 years of experience in this Sector and, understand the challenges our clients face, offering a consultative partnership to ensure the best hires for their services.

We recently launched a variety of CPD Certified Training courses designed to help healthcare professionals develop their skills, stay up-to date with the latest best practices, and enhance their patient care.



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Abuka

Abuka is a UK-wide training and workforce support provider working across independent healthcare, NHS services, local authorities, and home care, supporting organisations that need training to work in the real world, not just meet a standard.

We design and deliver bespoke training shaped around operational reality. In regulated, high-pressure environments, that means understanding complexity, adapting quickly, and building confidence as well as compliance. Abuka is not a typical training provider. We are often brought in when the brief is challenging and off-the-shelf approaches are no longer enough.

What strengthens Abuka is our position within The Riverview Group. We sit alongside a thriving home care provider, a specialist care recruitment agency, an IT consultancy supporting healthcare and blue light organisations, and an in-house marketing team. This means we operate close to live services every day. We understand how care is delivered, staffed, regulated, and supported in practice.

That proximity gives Abuka a depth and credibility few training providers can offer, and allows us to deliver work that genuinely holds up at scale.



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A to E Training and Solutions

A to E Training and Solutions Ltd is a specialist provider of clinical education and consultancy tailored to the needs of independent healthcare organisations. We support senior decision-makers with bespoke training and practical solutions that enhance clinical safety, compliance, and workforce competence. Our expert-led programmes span essential life support, deteriorating patient management, clinical skills development, and statutory/mandatory training—each designed to meet CQC and NHS standards.

We partner with care homes, private hospitals, and community providers to deliver impactful, evidence-based education that aligns with service priorities and regulatory requirements. Whether you're seeking on-site training, strategic workforce development, or audit-based clinical consultancy, A to E Training and Solutions Ltd delivers responsive, high-quality support that helps providers raise standards and reduce risk.

With a strong track record across the sector, we understand the pressures on leadership and frontline teams alike. Our flexible, client-focused approach ensures solutions that are not only clinically robust but also operationally effective—helping you lead with confidence in a demanding healthcare landscape.



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Bevan Brittan

Bevan Brittan LLP is a multi-award winning UK Top 100 commercial law firm. We are the market leader in the delivery of legal and regulatory services to the independent health and care market.

We are ranked in the top tier for healthcare by both Chambers & Partners and The Legal 500, winners of the HealthInvestor Transactional Awards in 2020, 2021, 2022, and 2024 and the HealthInvestor Private Legal Advisor in 2022.

Our specialist healthcare team of more than 200 lawyers passionately and proactively advise 350+ health and social care providers, operators, developers, funders, investors and insurers on the full range of commercial, regulatory, workforce and immigration issues, as well as transactional matters, including investments, mergers and acquisitions, partnerships, joint ventures, and real estate and development transactions, across all of the major sub-markets of independent health and care, including:

- Independent healthcare (primary, acute, diagnostics, and mental health)
- Digital health, med tech and life sciences
- Adult social care (elderly and specialist residential, supported living and community services)
- Children's social care and specialist education
- Integrated retirement communities

Bevan Brittan 



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Blue Lozenge

Blue Lozenge is a specialist healthcare communications agency with deep expertise navigating the UK healthcare landscape. We support independent healthcare providers to build trust with NHS commissioners, regulators and patients whilst driving commercial growth.

What we deliver for independent healthcare providers:

- Strategic communications consultancy – NHS market entry strategies, organisational positioning, stakeholder mapping and reputation management
- PR and media relations – proactive media engagement, thought leadership positioning, crisis communications and media training
- Patient and pathway communications – reducing DNAs, improving patient experience, streamlining service access and meeting CQC standards
- Campaign design and delivery – behaviour change campaigns, digital adoption strategies and community engagement
- Communication resourcing – interim directors, fractional senior support and managed communication services

Our Chief Executive, Rachel Royall, was named MACE Magazine's Top Political Influencer in Healthcare in 2025 – positioning Blue Lozenge at the intersection of policy and practical delivery with early insight into regulatory change and NHS commissioning priorities. We work as a strategic partner, delivering communications that drive commercial outcomes whilst maintaining trust with patients, regulators and NHS commissioners.



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Browne Jacobson

We're Browne Jacobson.

The law firm for positive impact across business and society.

We are a UK and Ireland law firm with international reach. We have a team of specialist healthcare lawyers offering exceptional service to international health and social-care providers, commissioners and regulators.

Our experience in both the private and public healthcare sectors means we are a trusted advisor to over 100 NHS bodies and many independent providers and suppliers to the healthcare market as well as government bodies and health departments and new entrants to the UK health market.



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Burges Salmon



Burges Salmon is the independent UK law firm which delivers the best mix of advice, service and value. Our leading healthcare lawyers comprises of a team of over 100 lawyers with in-depth expertise across all corners of the sector, advising independent healthcare providers on range of matters including:

- Regulated NHS procurement procedures (including the Provider Selection Regime)
- Patient choice and qualifying contract matters
- NHS and commercial contracts
- Dispute Resolution (including procurement disputes)
- Corporate M&A
- Competition law
- Real estate
- Regulatory
- Tech contracts and data protection
- Employment law.

We are proud to work with leading private hospitals, providers of ophthalmology, mental and specialist healthcare services, community healthcare providers, diagnostic imaging providers, patient transport services and digital healthcare providers, many of whom are IHPN members. We are trusted to help with everything from their everyday legal needs to their business-critical issues and all points in between.



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Capsticks

Capsticks are leading legal advisers to the independent health and social care sectors. Our clients range from specialised SME's and start-up service providers, through to international investors, and world-renowned health organisations.

We help our clients to navigate through a challenging and changing market, supporting them to make the best decisions for their people, their business and the wider community.

Along with our commercial and regulatory expertise, what sets us apart is our unique knowledge of the healthcare market, the NHS and the long-standing relationships we hold. We know the sector from every angle and understand how private organisations can benefit from the opportunities this provides. Whether it be managing workforce strategies, due diligence, contract compliance or real estate rationalisation, Capsticks will keep you one step ahead and help to future proof your business.

Get in touch with our team to find out more.



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Canon Medical

We aim to be the leader in visionary healthcare solutions that inspire. We create innovative value to enrich life through the collaborative pursuit of excellence enabled by our “Made for Life” philosophy. Canon Medical’s “Made for Life” philosophy is a long-standing commitment towards our partners, patients, and you.

This focus on patients motivates us to work with all our customers and partners to meet common goals; finding new ways of developing intelligent products and solutions that meet global needs for enhanced clinical value and improved efficiency in healthcare solutions that are truly “Made for Life”. Our mission is to collect, integrate, process, and deliver the information needed to provide patients with efficient, high-quality healthcare.

In addition to our corporate mission and vision, we integrate sustainability into our strategy by applying ESG pillars: Environment, Social and Governance. By doing so, we continue to embed sustainability into our corporate DNA, products and services, and our contribution to society as a whole.

Canon
CANON MEDICAL



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Castlefield Recruitment

Castlefield Recruitment is the UK's preferred recruitment partner with a specialist Healthcare division.

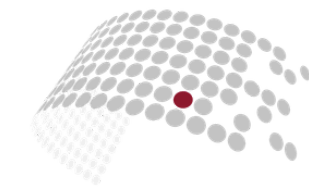
We provide fully compliant, qualified specialists on a retained, permanent, contract, and interim basis across all functions within independent healthcare organisations, including:

Clinical, Operational, Finance, Projects, Transformation, HR, IT, Governance, Communications, Estates, Procurement, Supply Chain, and Administration.

Our exceptional success rate for retained and permanent assignments underscores our commitment to delivering measurable return on investment and successfully filling niche, hard-to-fill roles up to board level.

Our values: dependable, honest, adaptable, considerate, diligent, skilful, and established.

Please get in touch and ask us about our C.A.R.E approach.



CASTLEFIELD RECRUITMENT



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Carnall Farrar

CF is a leading consultancy dedicated to making an enduring impact on health and healthcare. We work alongside leaders and frontline teams to improve health, transform healthcare, embed life science innovation and boost growth through investment. Our deep insights into health systems and the payor, and government landscape equips us to manage investment risks effectively and to understand the evolving dynamics of healthcare and national policy.

Our consultancy serves the entire healthcare sector, from providers of care to life science companies, health tech and sector suppliers. CF's multi-disciplinary team provides end-to-end services, spanning strategy, finance, performance, organisational improvement, data and digital. We also create optimal policy conditions for healthcare advancements through evidence-based thought leadership, taking a proactive stance on key issues.

CF collaborates with investors, executives and industry experts to support deal processes, growth strategies and value creation. Leveraging unmatched access to health data, CF precisely measures the impacts of regulatory shifts, spending changes, and emerging care models, ensuring informed decisions for service and solution providers.



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Clyde & Co

Clyde & Co's healthcare team is a market leader in legal services across the UK, advising public and private sector clients on governance, regulatory matters, claims, and litigation. With a strong reputation in the insurance industry, the firm helps clients navigate risks and complex legal challenges effectively.

Operating from nine UK offices and internationally in regions like South Africa, the Middle East, the US, Canada, and Australia, Clyde & Co provides comprehensive legal support to healthcare clients, including NHS Resolution, insurers, medical defence organisations, clinics, and private providers. Its expertise covers negligence claims, fatal accident inquiries, inquests, disciplinary matters, regulatory investigations, and criminal proceedings.

The firm is recognised for handling complex, high-profile cases and strengthening its healthcare capabilities through the 2022 integration of BLM. This expansion enhanced client relationships and its position in the healthcare insurance market. Ongoing investment in top-tier talent underscores Clyde & Co's commitment to growth, innovation, and delivering exceptional legal services.

CLYDE&CO

Successful risk navigation



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CMS

CMS is a full-service law firm, with 84 offices in over 47 countries and 6,300+ lawyers worldwide. Our award-winning healthcare team has been advising providers for 25+ years, including many of IHPN's Members.

CMS is well-known for their innovative advice on a wide-range of healthcare matters from significant transactional advice to complex high value medical malpractice claims and inquests to regulatory advice, inward investment, NHS capital procurement, PFIs, PPPs and other healthcare outsourcing. This experience has given us an in-depth understanding of the unique challenges our healthcare clients face. Our advice is always specialist, tailored, commercial and pragmatic and our aim is to achieve the best and most efficient outcomes.

CMS are committed to driving development and growth in the sector. We horizon scan and look round corners for our clients to identify commercial opportunities and prepare for risks such as cyber incidents.



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Credentially

What We Do

Transform the business process for healthcare organizations and recruiters to automate candidate onboarding, credentialing and continued compliance.

How We Do It

Credentially is the healthcare industry's leading automated compliance and onboarding tool. We help organisations internationally to deliver exceptional care to patients by reducing the time clinicians and HR teams spend on paperwork and compliance.

Why We Do It

To help employers and clinicians to spend less time on admin, easing their burden so they can spend more time taking care of patients and improve patient safety.

By 2030, each year we will:

Add 10 Million hours of patient care to healthcare systems

Credential 1 Million healthcare workers

If you've ever felt held back by an over-reliance on manual processes, we're here to empower you with smart, customisable automation. Save time, reduce risk and boost operational efficiency.

credentially



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CompuFile Systems Ltd (CSL)

CompuFile Systems Ltd (CSL) is a specialist UK-based consultancy delivering advanced healthcare business intelligence, data management, and analytics solutions to pharmaceutical, biotech, NHS, and wider healthcare organisations. Operating from its long-established base at The Sussex Barn, Peper Harow Park, Godalming, CSL combines deep sector expertise with modern data engineering to help clients transform raw healthcare data into meaningful, evidence-based insights.

With over 25 years' experience as a trusted data intermediary, CSL processes large-scale pseudonymised NHS datasets—including HES data—to produce secure, aggregated outputs that support market understanding, service evaluation, and strategic decision-making. Our proprietary analytics platform, Esprit, enables fast, flexible exploration of complex longitudinal datasets, empowering clients to conduct robust analysis without exposure to raw patient-level data.

CSL's services span data availability, data quality improvement, dashboard visualisation, FOI-based insight generation, and bespoke analytical consultancy. We pride ourselves on our agility, technical precision, and collaborative approach, helping organisations improve business performance while maintaining strict data governance standards."



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Darwin Group

Darwin Group, the healthcare division at Portakabin, is a leading construction specialist with 18+ years' experience providing flexible building solutions to create an adaptable, future-proofed estate across the health and care sector.

Darwin Group and Portakabin have recently combined their strengths to deliver excellence in modern healthcare environments. Bringing the specialised healthcare knowledge of Darwin Group together with the reach and capacity of Portakabin will give providers an unrivalled choice. Together, this enhanced capability will mean more staff and patients have access to the outstanding facilities they deserve.

Darwin Group has access to the largest capacity of building solutions, available to deploy at pace. We work in partnership with health and care providers to create outstanding environments completely aligned with organisational needs. Whether your requirement is clinical or non-clinical, for immediate or long-term use, we can support both your team and organisational priorities with fast, adaptable, and sustainable solutions that will stand the test of time, enhancing staff experience and optimising patient care.



DarwinGroup



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Healthcode

A leading provider of IT solutions for the private healthcare sector - bringing you innovative online solutions to change the way you work. For the better.

Leading technology

We've complete confidence in our position as the UK's official medical invoice clearing company for the sector and process over £4bn worth of medical invoices annually. Whether it's invoice clearing, our private practice register, practice management, secure information sharing or online appointment booking, we want to take the lead when it comes to the innovative application of technology.

Making connections

Being at the centre of the sector – supporting insurers, hospitals and practitioners - gives us a unique position. We constantly use our expertise and knowledge to develop solutions which connect businesses of all sizes.

It's all about standards

Security has always been a big priority for us - after all, your business depends on it. Not only do we maintain exceptional standards across the industry – we create them. We also apply data standards to every solution, ensuring interoperability across every tool and communication.



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Howden



HOWDEN

Insurance for healthcare organisations is what we specialise in. The sector is evolving and complex to navigate, which is why our team of experts provide tailored insurance solutions to all types and sizes of healthcare organisations.

We don't rest until we know that you have the right cover and support to help protect yourself, your business, staff and service users from any challenges, unique to your organisation.

Our service goes beyond by acting as your dedicated risk partner, offering expert risk and claims advocacy at every stage. We work closely with you to identify areas of concern and provide tailored risk management support and coverage advice, ensuring your healthcare organisation is well-protected and prepared for any challenges.

Our size, scale and specialist knowledge set us apart:

- £200m+ healthcare premium placed, giving us leverage to achieve competitive rates for you
- 100+ team members globally, dedicated to the healthcare sector
- 22,000+ clients in Health & Care

As a client of Howden, you will receive the guidance and support you need, when you need it. We look out for you, so you can look after others.



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ibex gale

ibex gale was founded by Poppy Jenkins and David Major to help organisations build exceptional workplace cultures where people can thrive. We do this by taking a people-centric approach that combines professional rigour with compassion and empathy.

Our services include:

- Workplace Investigations
- Governance & Assurance
- Organisational Culture
- Conflict Resolution & Mediation
- Change Projects

Healthcare is our specialist sector and we have acted for over 100 NHS organisations and private healthcare companies. We provide specialist investigative, governance and regulatory expertise that includes dealing with complex complaints, whistleblowing, patient safety incidents, MHPS/UPSW investigations, Fit and Proper Persons Investigations, Governance Reviews, Patient Safety Culture Reviews, CQC Well-led Support, and Health and Social Care Due Diligence.

Our people include former employment and regulatory lawyers, people management professionals, culture specialists, psychologists, accredited mediators, as well as former barristers and police detectives. If you'd like to find out more, please visit our website www.ibexgale.com, or contact one of our team for a confidential discussion.



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The Independent Sector Complaints Adjudication Service (ISCAS)



The Independent Sector Complaints Adjudication Service (ISCAS) is a UK Department for Health approved not-for-profit independent dispute resolution service for the Independent Healthcare Sector. Recognised by the CQC, HIW, HIS and RQIA, subscription to ISCAS provides subscribing organisations with the independent review of complaints that is required by the four UK nation regulators.

ISCAS subscribers can adopt the industry recognised ISCAS Code of Practice for standards in complaints handling which provides a roadmap for effective complaint handling and a final independent adjudication process for deadlocked complaints provided by expert ISCAS adjudicators.

Subscribers to ISCAS have access to:

- The adoption of the ISCAS Code
- Providing patients with access to independent adjudication for deadlocked disputes
- Learning, feedback and support from ISCAS experts

Governance and stakeholder engagement are an important element of ISCAS's work and our Advisory Board chaired by Baroness Fiona Hodgson CBE comprises of stakeholders from subscribing businesses and patient representatives.

ISCAS is owned and operated by the Centre for Effective Dispute Resolution, one of Europe's largest dispute resolution charities.

For more information visit our website or contact us to learn more about subscription to ISCAS

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LaingBuisson

LaingBuisson is the leading provider of market intelligence for the UK's independent health and social care sectors. As the trusted data source for the ONS, our research and insights have been indispensable to commissioners, providers, investors, and advisors for over 30 years.

Our unparalleled depth of knowledge and expertise provides clients with a 360-degree view of the independent healthcare market, empowering informed decision-making. Among our many independent healthcare-focused products and services are:

Healthcare Markets: The UK's only news publication exclusively dedicated to the independent healthcare sector.

Major Annual Events: Signature events like the Private Acute Healthcare Conference, Private Healthcare Summit and LaingBuisson Awards.

Market Reports: Data and analysis covering every aspect of the sector, from provision to payor groups.

Patient Acquisition Services: Offered through our consumer-facing search portal, Go Private.

Bespoke Engagements: Tailored solutions designed to meet the unique needs of our clients.

Data Solutions: Healthsearch, brand new for 2024, provides real-time access to an extensive array of data on UK independent hospitals and clinics.

Explore our membership and subscription options or discuss customised collaborations directly with our expert team.

LaingBuisson®

INTELLIGENCE + INSIGHT



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Medical Defence Union (MDU)

The MDU – the world’s first medical defence organisation. We are dedicated to protecting the professional interests of healthcare professionals.

We provide access to indemnity for clinical negligence claims alongside expert medico-legal guidance. As a mutual, not-for-profit organisation owned by our members, we're proud to be run and staffed by doctors. We understand the challenges they face and we're also here to support our members throughout their careers by offering a host of professional services, including employment law advice, health and wellbeing support, and educational and training resources tailored to the evolving needs of healthcare professionals.

MDU Insurance Solutions

MDU Insurance Solutions is a coverholder at Lloyd’s, providing tailored insurance solutions for healthcare organisations. Through our flagship product, MDUConnect, healthcare organisations can benefit from a bespoke Lloyd’s of London insurance policy to assist when concerns arise about patient care, as well as accessing the same expert guidance, support and defence to help reduce risk upstream.



MDU



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MedPro

We specialise in healthcare liability insurance and are committed to providing peace of mind, expertise and choice to the healthcare industry.

MedPro Group was founded in 1899 and was the first company to offer medical malpractice insurance in the US. Today, as market leaders, they protect over a quarter of a million US healthcare providers.

Outside of the US, MedPro extends this capability globally, leveraging Berkshire Hathaway resources and MedPro Group expertise. We are proud to serve the healthcare industry, and being dedicated to this market alone means we are experts in the field. This dedication and specialism mean we can be innovative and respond quickly to the market's changing needs. Our team includes underwriting, claims and risk professionals with decades of specialized medical liability experience.

UK insurance products are underwritten by Berkshire Hathaway International Insurance Limited trading as MedPro, with registered office 4th Floor, 8 Fenchurch Place, London, EC3M 4AJ, England and authorized by the Prudential Regulation Authority and regulated by the Financial Conduct Authority FRN 202967 and Prudential Regulation Authority; registered in England and Wales, Company Registration No. 3230337.



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Mills & Reeve

Mills & Reeve are passionate about health & care.

You need lawyers who share your vision and have exceptional, in-depth knowledge of every aspect of the sector. You want lawyers who understand the operational challenges, regulatory backdrop and sector specific issues. We are here to help you grow and overcome obstacles by providing practical and commercial advice. Mills & Reeve's clients benefit from introductions into our networks and learn from our thought leadership events.

Our work includes deals supporting strategic/platform or bolt-on acquisitions for UK and international clients, sale mandates, joint ventures and groundbreaking partnerships between the NHS and independent sector providers. Supporting our independent sector clients, our large multi-disciplinary team advises across a range of matters including corporate, commercial, competition, IP, regulatory, employment and immigration, healthtech, women's health and femtech and information governance. We act for an extraordinary number of clients in every legal specialism and in every part of the sector:

- Specialist care
- Mental health
- Children's care and SEN
- Dental
- MSK
- Digital health
- Health tech
- Diagnostic
- Primary care

As well as:

- Investors/PE houses
- Major health charities
- Banks



MILLS & REEVE

Achieve more. Together.



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Commercial Associate showcase

MPS Partnerships

The Medical Protection Society has over 130 years of healthcare industry expertise. MPS Partnerships, as part of the MPS group, brings together services from within the group to provide protection and risk management solutions for independent healthcare organisations.

Our offering includes:

- Lloyd's backed corporate medical malpractice insurance
- tailored risk management solutions
- discretionary indemnity for groups of clinicians via MPS

We are experts in understanding the ethical, legal, financial and reputational challenges faced by healthcare providers across the world.

At MPS Partnerships, we take the time to get to know you properly to create tailored protection and risk management solutions based on your needs in a rapidly growing and evolving healthcare sector. MPS Partnerships is a trading name of The Medical Protection Society Limited, one of the largest medical defence organisations, with more than 300,000 members around the world.



Clive Westwood-Dunkley
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Neuven Consult

Neuven Consult is the UK & Ireland's leading independent consultancy, specialising in audit, compliance, bid management, and training. With over a decade of expertise, we help healthcare and public sector providers meet the highest standards of governance, regulation, and operational excellence.

Our audit and compliance services give organisations assurance that contractual and regulatory obligations are met, strengthening confidence among regulators and commissioners. As an impartial partner, we identify risks, highlight improvements, and provide clear, actionable recommendations.

Our bid management team has achieved a success rate of over 97% in securing places on major public sector frameworks. From strategy to submission, we help providers grow sustainably and access the right opportunities in a competitive market.

Through our Partnership Services, organisations gain continuous access to our expertise, proactive regulatory updates, and tailored support across audit, compliance, and bids - keeping providers compliant, competitive, and ready for future opportunities.

By combining independence with deep sector knowledge, Neuven Consult is the trusted partner for sustainable success.



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NHS Shared Business Services



Shared Business Services

NHS Shared Business Services (NHS SBS) play a pivotal role in enhancing healthcare efficiency and improving patient pathways. Our corporate services drive innovation and streamline operations for commissioners facing the challenge of meeting NHSE elective recovery targets.

Our Elective Recovery Combined Framework Agreement Solution can support you to meet your elective recovery goals.

Here's how:

- Insourcing of Clinical Services leverages in-house expertise to enhance patient care by facilitating seamless collaboration between clinical teams to improve patient outcomes.
- Clinical Managed Services provides access to managed maintenance services for efficient operations. From equipment maintenance to facility management, we ensure smooth operations, allowing healthcare providers to focus on patient care.
- Reporting Services - Teleradiology speeds up diagnosis with teleradiology services. Our advanced reporting solutions enable timely and accurate diagnoses, supporting efficient patient pathways.
- Artificial Intelligence (AI), Imaging, and Radiotherapy Equipment integrates cutting-edge technology, optimising resource utilisation and patient care.

Unlock additional resources and improve patient pathways via our range of 40+ framework agreements covering business services, construction and estates, digital and IT, and health.



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Nockolds

An effective mediation service provides a faster, better, more cost-effective proportionate approach to complaint resolution, and supports a learning culture through insight sharing. As such, the service benefits the healthcare provider, healthcare professionals and patients.

The Nockolds Healthcare Complaints Resolution Service (HCRS) provides private healthcare companies of all sizes with the resources and experience to do that. Our impartial, efficient and effective resolution service enhances the healthcare provider's existing internal complaints processes. HCRS offers an escalation stage where a well established, independent complaint resolution process supports the patient and provider to reach a mutually acceptable conclusion. Our experience of resolving healthcare complaints in a range healthcare sectors and settings mean the team are well placed to determine whether a mediation resolution process is appropriate.

The current services use mediation techniques to handle over 5,300 complaints a year received directly from the consumer, directed by practices, and referred by Regulators. Regulator referrals account for, on average across the services, 16% complaints received, and the complaint resolution services provide patients with a more proportionate and person centred process, and reduces the escalation into FtP, legal processes, and in many cases, social media reviews. With resolution rates through mediation of over 80%, the service demonstrate how a mediation based approach acknowledges and address the emotive nature of healthcare complaints and satisfy the needs providers, practitioners and patients.



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Odgers

Odgers is the largest global executive search firm headquartered in the UK. With over 250 partners and their teams worldwide, our dedicated experts support organisations of all sizes to find leaders who make a real difference. We take pride in the impact of our work across multiple sectors, especially in healthcare, where change, innovation and leadership demands are constant.

Our clients include independent hospital groups, specialist clinics and diagnostics providers, health insurers, digital-health and telemedicine companies, as well as those in social care and specialist education. We assist with Board and senior executive hires for public companies, private equity firms, and founder-led businesses that are scaling towards profitability and value. This breadth of work, combined with the 70+ years' experience of our healthcare team, gives us a deep understanding of the challenges and opportunities facing independent healthcare organisations, operating within a nuanced market dominated by the NHS and leveraging a dynamic PMI and self-pay customer base.

ODGERS 



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OneAdvanced

For over two decades, OneAdvanced Health has proudly led the way in healthcare innovation, empowering NHS and independent healthcare organisations to deliver outstanding patient care. Our comprehensive suite has been designed by experts to streamline workflows, reduce costs, and enhance patient safety, ensuring health organisations can focus on what truly matters, providing exceptional care.

“Over 250 independent providers and more than 65% of NHS trusts rely on Docman Connect to securely and electronically send documents to GP practices’ preferred clinical systems”

This service ensures documents are delivered within seconds and at a fraction of the cost of traditional postage.

Discover our integrated platform, designed to deliver tailored solutions that meet the unique needs of healthcare organisations:

- **Clinical Management:** Optimise clinical processes, improve patient outcomes, and enhance data-driven decision-making.
- **Financial Management:** Gain greater control over financial operations, streamline billing and coding, and improve revenue cycle management.
- **Spend Management:** Reduce costs and improve procurement efficiency through advanced spend management tools.
- **Governance and Risk Management:** Ensure compliance with regulatory requirements and mitigate risks with robust governance and risk management solutions.

The logo for OneAdvanced, featuring the word "one" in orange and "Advanced" in white, with a stylized orange triangle above the 'A'.

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Pharmacierge

Pharmacierge is the UK's leading provider of private e-Prescribing and medication delivery solutions, designed to meet the unique needs of independent healthcare teams. Our pioneering cloud platform and intuitive mPrescribe® mobile app dovetail seamlessly with Electronic Health Records and Practice Management Systems. All our apps come pre-loaded with >15 years' experience working exclusively with private practices.

Clinicians surveyed say that Pharmacierge saves them 5-15 mins per e-prescription across their practice using our streamlined workflow. The technology is supported by a state-of-the-art 5,500 ft² robot-equipped dispensary located in heart of London's Harley Street. Over 4,500 independent practitioners across all medical specialties have benefited from using our service, which:

- Includes courier hand-delivery of medication to patients locally, nationally, and internationally
- Stocks and sources a vast range of medication not typically found outside of a hospital setting including refrigerated, controlled, and biologic medications.
- Enables administrator access for patient entry, status monitoring and preparation of prescriptions for authorisation, further reducing workload for doctors.

To engage a trusted pharmacy partner who will save your teams' time and improve your patients' experience, contact one of our team



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Practicus

EXCEPTIONAL SENIOR TALENT AT PACE

We provide exceptional senior talent at pace. Healthcare never stands still and neither do we. Recruiting the right senior talent quickly is vital – not just to ensuring continuity of leadership, operational efficiency and staff morale and retention – but also to fostering innovation and improvement. With a network that has expanded over 20 years in healthcare and a reputation for providing ‘the right leader, not just anyone’, we are the foremost provider of exceptional senior talent in healthcare... and we do it at pace!

- Interim Managers
- Executive Search
- Senior Permanent Appointments
- Contract Project and Programme Delivery

PRACTICUS™



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Public Digital

We help health and care organisations redesign how they work and deliver services to improve everyone's experience of care.

New health technology is improving how people can be treated and cared for, but redesigning how health systems work to best support patients remains exceptionally hard. Many services remain siloed, with poor data sharing, systems that don't talk to each other, or clunky digital products. Transformation can be held back by institutional norms, short-term decision making or change fatigue.

We work with health and care providers and across systems to change their ways of working, ultimately achieving the full promise of digital and improving people's outcomes.

What we do:

1. We build the digital capability of healthcare organisations, and build new digital ways of working to improve services and reduce risk.
2. We help redesign healthcare system and provider operating models to deliver better outcomes for patients.
3. We coach healthcare leaders, providing them with the knowledge and experience to deliver transformational digitally-enabled change.
4. We co-design new digital healthcare products and services in complex multi-stakeholder contexts.



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RIVIAM Digital Care

RIVIAM provides a digital platform and services that improve access to care and enable seamless co-ordination across health, social care and third sector organisations.

Integrated with clinical systems such as TPP SystmOne™, EMIS Web, Rio and EPRs, RIVIAM ensures secure, real-time data sharing so health and care organisations can work together around a single record. Our services include:

- Care Co-ordination: A Single Point of Access and a Multi-agency Hub streamline referrals, manage cases and co-ordinate care across NHS, social care and third sector partners, including secure management of multi-disciplinary team (MDT) meetings.
- Hospital to Home: A single digital form and a Care Control Dashboard speed up discharges for medically fit patients, improving flow and freeing up beds.
- Digital Immunisation Service: Provides digital Consent and immunisation services to improve uptake of school-aged vaccinations, reduce costs and maximise team productivity.
- Digital Front Door: Includes a Patient Engagement Platform (integrated with clinical systems and the NHS App) for patients to book, manage and amend appointments. It also features a Secure Referral Portal and a Referrer's Hub for digital, auto-routed referrals, status tracking and secure document sharing.



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RLDatix

Who We Are

RLDatix supports health and care organisations across the globe in raising the standard of care. We are a global leader in connected healthcare operations, partnering with organisations across the NHS, independent health, and social care sectors.

What We Do

RLDatix helps health and care organisations deliver safer, more effective care by connecting insight, governance, and workforce.

Right People, Right Care, Right Outcomes

Our solutions enable providers to strengthen clinical governance, improve quality and safety, optimise workforce deployment, and meet regulatory requirements, ensuring the right people are in the right place to deliver the best care, for the right outcomes.

Supporting Independent Health and Care

Alongside our extensive work with the NHS, RLDatix partners with a wide range of independent health and social care providers, supporting organisations to deliver high-quality, safe, and sustainable care in increasingly complex operating environments. We partner with many of the UK's leading independent healthcare and social care providers, supporting organisations across acute, specialist, mental health, and community services to strengthen governance, improve safety, and deliver outstanding care. Across the independent sector, RLDatix supports providers to move beyond compliance, using insight and data to drive continuous improvement and better outcomes for patients and service users.

Our Impact

By connecting insight, governance, and workforce, RLDatix supports health and care organisations to put the right people in the right place, delivering the right care for the right outcomes – ultimately raising the standard of care... everywhere.



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Semble



Semble is the interoperable EHR and practice management platform built for ambitious healthcare organisations. Whether you oversee a multi-site group, corporate health service or healthtech provider, Semble connects and orchestrates the entire patient journey, empowering your teams to deliver safer, more personalised care at scale.

Unlike legacy software that locks in workflows and stifles innovation, Semble is open and flexible, integrating with preferred systems across diagnostics, billing, labs, CRM, HR and more. Designed for security, compliance and interoperability, Semble adapts to your clinical and operational needs, enabling real-time collaboration and data-driven decision-making across sites and specialties.

Trusted by over 1,600 healthcare organisations across 80 specialties and relied on daily by more than 16,000 professionals, Semble is building a better foundation for modern healthcare: one that is open, connected and ready for the future.



Charlie Wyman
Director of Sales
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Skills for Health

For more than 20 years, Skills for Health has been the trusted partner for healthcare providers across the UK, delivering unparalleled expertise in workforce development and organisational excellence. As the UK's Sector Skills Council for health, our roots give us a deep understanding of the unique challenges faced by the independent healthcare sector.

We offer tailored solutions that drive success for better patient outcomes, having collaborated with thousands of NHS and independent healthcare providers to support them with;

- Workforce development and modelling, including service role design and scenario planning.
- High quality eLearning courses, that deliver on statutory and mandatory training and compliance needs.
- Leadership and organisational development, offering senior leadership support with long- and short-term objectives.
- Developing a diverse range of competency and capabilities frameworks, countless National Occupational Standards and apprenticeship standards.
- Data driven insights guided by workforce research.

As the creators of the nationally recognised Core Skills Training Framework® and Six Steps Methodology to Integrated Workforce Planning®, we are uniquely positioned to support your organisation in achieving its strategic goals.

The logo for Skills for Health, featuring the text "Skills for Health" in white on a dark blue rounded square background, which is itself inside a white circle.

Skills for
Health



Jonathon Czul
Managing Director
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Song Capital

Song Capital is a specialist healthcare real estate investment partner, providing long-term debt & equity solutions that enable healthcare operators to access, grow and optimise their real estate. Our focus is on supporting operators through flexible, aligned funding structures that strengthen balance sheets and enable investment in clinical services, people and innovation. We pride ourselves on offering a 'best of both worlds' solution to owner operators by enabling the release of capital tied up in real estate which can be deployed into delivering operational growth, at the same as enabling owner operators to retain financial value through maintaining asset-backing.

Since 2022, we have provided c.£1.75bn of highly bespoke and flexible financing to best-in-class owner operators across the acuity spectrum in the UK & Europe. We recognise that healthcare organisations perform best when management attention and capital are focused on care delivery rather than property ownership. Song Capital therefore acts as a strategic capital partner – financing and stewarding real estate while aligning closely with operator objectives and long-term service delivery.

Song Capital's role is not that of a traditional landlord. It is instead a long-term funding and infrastructure partner – enabling operators to scale, adapt and deliver high-quality care within facilities supported by committed, sector-focused capital.

Song Capital



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WTW

At WTW, we move beyond the conventional role of an insurance broker to be your partner in strategically managing risk. We continually evolve to meet the changing needs of the healthcare industry, delivering solutions that address both current and emerging risks. Our expertise spans critical areas including, but not limited to, patient safety, clinical risk management, workforce risk, digital transformation, medical malpractice, third-party liability, ESG, asset and revenue protection - all to help you build resilience and operational excellence.

As part of our ongoing commitment to patient safety, our team includes a Clinical Risk Consultant – a qualified doctor with a background in orthopaedic surgery and clinical governance. Their medical expertise and advocacy help our clients maintain the highest standards of care, improve their clinical risk profile and effectively communicate these exposures during the insurance placement process.

Our multi-disciplinary team, supported by robust analytics and data-driven insight, deliver comprehensive and cost-effective insurance protection. Our proactive approach to risk management enables providers to effectively target risk management investment, promoting patient safety, optimising resource allocation and building long-term growth and resilience.



wtw



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IHPN Commercial Associates



Interested in becoming an IHPN Commercial Associate?



IHPN is the award-winning representative body for independent healthcare providers.

Our Commercial Associate programme provides opportunities to strengthen your connection with independent healthcare providers through networking, insight, and brand promotion.

To find out more:
membership@ihpn.org.uk
www.ihpn.org.uk/commercial-associates

