WORKING WITH TMPM / FAQS

Find the right support.

The offer, the people and a clear starting point.

01 / Who do you work with?

NHS organisations, councils, commissioners, care providers, VCSEs and health and care partners. Tailored digital products and communications support also help consultancies and wider organisations.

02 / What can TMPM help with?

Three families: TMPM Transformation & Improvement; TMPM Digital Products & Automation; and TMPM Websites & Communications. The scope can combine them where useful.

03 / What do Suite, Hub and Module mean?

Suite describes a consultancy package. Hub describes a digital product. Module describes a component within a hub. Solutions is the overall range.

04 / Do we need a finished brief?

No. Bring the pressure you face and what needs to improve. We can clarify the problem, priorities and a proportionate starting point.

05 / Can you deliver as well as advise?

Yes. Work may include mobilisation, programme leadership, improvement, governance and benefits tracking, with agreed responsibilities and deliverables.

06 / Who would work with us?

A team selected for the brief from leadership, delivery, technical and advisory expertise. Discuss roles, experience and availability before committing.

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Understand the digital options.

Samples, implementation and access.

07 / How do people shape the work?

We listen to people using services, carers, frontline teams and leaders. Conversations, workshops and feedback connect insight to decisions and action.

08 / What do the public demos show?

The council sample illustrates policy, feedback and delivery journeys. The Project Document Roadmap explores document stages and template previews. These are samples, not a connected operational system.

09 / Does a demo include all the automation?

No. Data connections, guidance monitoring, notifications, AI and reporting are implementation options that need scoping and testing. A working visual sample does not prove those integrations.

10 / What would we need to provide?

Agree a sponsor, service owner and user group, plus current documents, processes, data and reporting needs. IT, information governance and relevant operational leads help agree access and integration.

11 / Will we need extra licences?

This depends on your systems, user numbers and the agreed solution. Identify hosting, identity, workflow, reporting and AI requirements during discovery and confirm costs before committing.

12 / Can a workspace be private?

Yes, when connected to real authentication and enforced permissions for its files and data. Public samples and private operational spaces must have distinct access arrangements.

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Clarity before commitment.

Scope, costs, evidence and handover.

13 / How much does it cost?

Fees depend on scope, duration, team and delivery needs. The proposal identifies deliverables, assumptions, expenses, VAT and relevant third-party costs.

14 / How long will it take?

Agree milestones and review points for the challenge, including access to people and information. Diagnostics, pilots, implementation and capability transfer have different requirements.

15 / How is success measured?

Agree priorities, a baseline and practical measures early. Review quality, access, flow, decisions, user experience, capability and benefits as appropriate.

16 / How do we appoint TMPM?

Tell us your purchasing route. We provide a scoped proposal and information for your commercial team, subject to your approvals and an agreed contract.

17 / Can we see previous work?

The portfolio includes programmes led or supported by the founder and team, including earlier roles. Results retain their original context; we can discuss relevant examples.

18 / What happens when support ends?

Agree handover, documentation, ownership, training and any continuing support in the scope. Tools and coaching should help your team sustain progress.

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