



Inspiring exceptional performance in Healthcare

Prioritising patient safety, staff education, work-life balance and efficiency

“ We pride ourselves on identifying the
‘correct workforce’, supporting the needs
of individual organisations to develop
best-practice workforce alignment strategies
that facilitate the safest and most cost effective
way to staff clinical services ”

Matthew Bluck, Managing Partner

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Our Story

Our consultancy is informed by industry experience, providing our team with a unique understanding of sector-specific challenges.

Founded in 2010 as Zarcadian, KBC (Kendall Bluck Consulting) was originally formed to take over supporting the rostering function originally provided (to over 150 hospitals) by Rotaworks.

As Zarcadian, we delivered rota design, reviews and contract advice to trusts, but this quickly developed into system reviews and wider clinical projects and, on the acquisition of Zarcadian by Allocate, we became KBC.

Our focus is on delivering affordable bespoke reviews for clients, bringing our expertise to organisations who wish to improve workforce efficiency whilst enhancing patient care, education, training, and the work-life balance of staff.

We apply this ambition to all our projects, providing highly confidential, clinician-led consultancy to the NHS and beyond, with reviews that typically identify upwards of £4million in efficiencies.



Meet the team

KBC'S SENIOR LEADERSHIP TEAM

KBC's Managing Partners both have the unique advantage clinical and managerial experience. This provides a candid appreciation of both clinical and non-clinical team workforce challenges across the public and private healthcare sectors.



Matthew Bluck
Managing Partner

Having started his career as a nurse, working in a Regional Burns Unit, Matthew moved to a city centre Emergency Department, before an interest in Health Care Ethics and Law led to a move into medical workforce planning before specialising in clinical workforce reviews.

Today, Matthew is a clinical workforce expert with unparalleled experience having led KBC for over 15 years delivering sensitive, complex projects and reviews for over 50 NHS clients, Royal Colleges, regulatory bodies, and clients in Qatar, Dubai and the Republic of Ireland.

[Read Matthew's full biography here](#)

MA (Health Care Ethics and Law), PGDip (Health Service Management),
DipHE (Professional Studies – Nursing)



Helen Maynard
Managing Partner

Helen brings over 26 years of health service and 11 years healthcare consultancy experience, having held numerous posts in the NHS (and beyond).

Helens posts have mainly been in the MAU and Emergency settings. She was also Senior Nurse for the Metropolitan Police Service, where she was part of the team that were instrumental in changing the strategic direction of health care delivery by introducing custody nurses into the custody setting. Most recently Helen has worked as a Matron in an Emergency Department in a large London trauma centre.

[Read Helen's full biography here](#)

BSc Hons (Clinical Practice), RN DipHE (Professional Studies – Nursing)

Meet the team

KBC'S SENIOR LEADERSHIP TEAM



Julie Merry
Chief Finance Officer

Julie Merry is a Chartered Accountant with extensive experience as CFO for a wide variety of consultancy and software businesses. Julie started her career in audit and M&A at PricewaterhouseCoopers in their London and New York offices. Julie supports KBC with financial advice and is a key partner across all functions of the business.

Julie is KBC's lead in financial and strategic planning.

“With over 100 years' NHS experience collectively, our team has an exceptional understanding of the public and private healthcare sector. Our specialists are highly respected and work collaboratively with healthcare professionals to deliver impactful results. Everything we do is carried out with the strictest organisational confidentiality for the lifecycle of the project and beyond.”



KBC'S AFFILIATE CONSULTANTS NETWORK

We have a team of affiliate consultants each with their own individual area of healthcare expertise.

Our commitment to working with current and ex-healthcare practitioners ensures we have a unique understanding of sector specific challenges, supporting our vision to recommend efficiencies that support and enhance department productivity.

Why KBC?

We pride ourselves on our flexible and agile approach, bringing enthusiasm, skill and industry know how to make a real difference to workforce teams.

KBC has unparalleled experience in the NHS workforce arena, mapping workforce to activity, covering training and non-training grade junior doctors, consultants, nurses and AHPs.

All reviews incorporate working time regulations, individual and collective contracts, education and training requirements and, where appropriate, the full range of Royal College standards and relevant nursing safer staffing tools and recommendations.

“ Client project confidentiality is critical to the success of our reviews. ”

Helen Maynard - Managing Partner

F093 NATIONAL FRAMEWORK

KBC is a key supplier in the F093 National Framework Agreement for Job Planning Consultancy and Implementation Services.

This Framework provides any NHS Trust with a fast-track single supplier solution for workforce transformation, without having to undertake a laborious due diligence supplier process.

Trusts using the Framework have access to pre-approved expertise to accelerate their workforce strategy and the successful transformation of multiple workforce areas.



OUR APPROACH

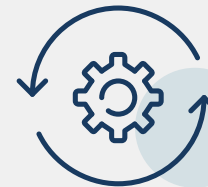
Offering a truly independent expert view, our approach is structured around a three-stage programme designed to support organisations through incremental workforce alignment.

We work in partnership with all stakeholders, utilising proprietary software to develop the most effective people strategy to staff clinical services. This is underpinned by whole organisation diagnostics designed to identify future support needs.

1 ALIGN



2 REVIEW



3 REALIGN



Our Commitment

WE DON'T PUBLICISE CLIENT RESULTS - AND WHY THAT MATTERS

In an industry where metrics and success stories often take priority, we're frequently asked why we don't showcase our clients' results? Case studies are powerful tools for demonstrating impact.

But for us, the answer is intentional. At the heart of our work lies a deep commitment to discretion. We believe that trust is earned not just through results, but through how we handle those results.

Our clients entrust us with sensitive information, strategic insights, and sometimes even vulnerabilities. We let our reputation grow through word-of-mouth, long-term partnerships, and the quiet confidence of those who know our work firsthand.

Our commitment to our clients:

- A partnership built on mutual respect and confidentiality
- Results that speak for themselves



“Your discretion is laudable”

Medical Director - NHS

We are always happy to provide anonymised case studies alongside references for the work we have undertaken.

Our Services

Creating best-practice workforce alignment strategies to facilitate the most cost-effective way to staff clinical services.

We specialise in the strategic transformation of multiple workforce areas, providing services that are unique to each individual clients' needs. Our most popular products include:

Emergency Department reviews

For many patients, the gateway to care is the Emergency Department (ED). Through interviews with lead clinicians we build clinical workforce models which align to departmental activity.

Whole Organisation Diagnostic

Diagnostics highlight if, and where, there are workforce efficiency opportunities.

In addition, it provides high level advice on a range of solutions. Organisations can then assess whether or not they need further support or can progress independently.

Reconfiguration

Reconfiguration is the process of improving patient care by making significant changes to the organisation of, and delivery of healthcare services.

Job Planning

Job Planning is critical for consultants to ensure that their career progress aligns with both their individual and team aspirations and ambitions, as well as their organisations priorities.

Specialist Reviews

Our comprehensive proprietary diagnostic and modelling tools can be utilised across multiple departments from medical, surgical, women's and children's services to mental health and clinical support.



OUR CORE SERVICES

Working collaboratively with clinical teams, our range of core services extends to:

- Primary care
- Community care
- Unscheduled care
- Scheduled care
- Theatres
- Anaesthetics
- Maternity Services
- International
- Mental Health
- Sports medicine
- Private providers
- Critical care
- Clinical support services
- Radiology
- Pathology
- Pharmacy
- Paediatrics
- Job planning

ADDITIONAL SERVICES

In addition to this, our team have worked on a large number of specialist clinical projects in the UK and internationally, including:

- Junior Doctor rota reviews
- Job planning analysis
- Radiology workforce reviews
- Reviews on services for women and children
- Whole system reconfiguration
- Specialist children's hospitals
- Acute and community service reviews
- System wide reviews
- Neonatal service design
- Sports medicine
- Drug and alcohol service review
- Pharmacy reviews
- Mental health clinical pathway and service review



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KBC Healthcare Consulting is registered in England & Wales with number 7277785.
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