



# How we can help you develop your primary care network

## We can manage the process of change for you so you can focus on your priorities

- Experts with experience of change management and establishing primary care networks (PCNs)
- Additional capacity and capability, ie project management
- Tailored support

## We can help you improve patient care by safe sharing of records and ensure you are up to date with legal standards and requirements, giving you assurance

- Experts in governance and information governance
- Data Sharing Agreements to support integration of shared records
- Data Protection Officer (DPO) support, named DPO
- Training
- Online PrimaryPoint portal providing policies and procedures
- Inter-practice agreements

## We can improve your efficiency and save you valuable time by providing a shared platform for documents and safe messaging

- Experts in information management and technology
- Primary Care IT Enabling Services - Registration Authority
- NHSmail support



## We can highlight areas to focus on to improve services, processes and the health of your population

- Experts in business intelligence
- GP practice and PCN primary care data flows
- Aristotle data and reporting tool
- OTiS Primary Care tool

For more information on our products and services contact us today:

**Email:** [mlcsu.commercial@nhs.net](mailto:mlcsu.commercial@nhs.net)

Visit us [mlcsu.co.uk](http://mlcsu.co.uk)





## We can manage recruitment and resourcing for you – increasing capacity and freeing up your time so you can focus on your patients

- Experts in human resources and marketing
- Workforce planning and organisational development
- Attracting candidates – recruitment campaigns
- Identifying contractual options
- Regularly updated bespoke policies via online portal

## We can relieve you from financial reporting and control tasks, give you assurance and enable you to make informed projections

- Experts in financial management
- Independent overview and analysis of finance
- Support to PCN Lead Nominated Practice under Directed Enhanced Service (DES) requirements

## We can help you gain support of your members, staff, system partners and, most importantly, your patients

- Experts in communications and engagement
- Websites and intranets
- Campaigns, service change consultations, surveys
- Awareness raising



We received excellent support ... advice was hands-on, thorough and timely which was a huge help in terms of the timescales we had for getting the project started. As a federation we also purchase our Data Protection Officer service from the CSU as do most of our member GP practices – to support that there is training available and a regular newsletter so that we are operationally aware of what we need to do and any new requirements.

**Ian Gibson**

Associate Director of Operations & Services, North Staffordshire GP Federation (regarding our IG assistance for a homeless project)



**Exemplar PCN. The way everything was organised from finances to workstreams was excellent.**

**Charlotte Fisher**

NHS England, on behalf of Mersey Internal Audit Agency (regarding Chester East PCN, one of the six PCNs we have already helped to set up)

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