

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

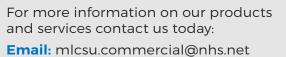
- Experts in governance and information governance
- Data Sharing Agreements to support integration of shared records
- Data Protection Officer (DPO) support, named DPO
- Training
- Online PrimaryPoint portal providing policies
 and procedures
- Inter-practice agreements

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



Visit us **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

ßß

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.

lan 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)

For more information on our products and services contact us today: Email: mlcsu.commercial@nhs.net

Visit us **mlcsu.co.uk**

