



How we can help you manage urgent and emergency care

Urgent Care Clinical Team

- Leadership and expertise at a strategic level
- Advice on clinical actions to mitigate challenges to urgent care pathways
- Access to levels of data that no one else can match, including patient-level secondary uses service (SUS) data, incidence and prevalence data

Urgent Care Intelligence Centre

- Operational support seven days a week, a central contact point for all urgent care reporting, alerting and coordination across a local health economy

Regional Capacity Management Team

- Tactical advice and support to optimise emergency and urgent care flow
- Whole-system approach to a standardised surge/escalation planning process, including preparation, testing and implementation of individual and area plans
- 24/7 on-call support for escalation and major incidents

EMS+ (Escalation management solution)

- Enables health and social care organisations at strategic, tactical and operational levels to measure pressures and effectively coordinate patient flow through a health economy
- Live data flows from A&E and ambulance services support real-time decision making
- Early warning system of rising pressures
- Delivers OPEL reporting to NHSE/I
- Accessible 24/7

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

Email: mlcsu.commercial@nhs.net

Visit us mlcsu.co.uk



Midlands and Lancashire
Commissioning Support Unit



OTiS (Operational, tactical, insightful and strategic)

- Interactive digital reporting suite designed by our business intelligence and urgent care clinical experts, with customer input
- Pinpoints the blockages in a system in one easy view
- Allows users to view and interrogate service provision data from across a local health economy in several ways
- Already bringing benefits in Lancashire and South Cumbria, The Black Country and West Birmingham, and Cheshire and Merseyside
- Our wrap-around consultancy offer including acute onsite working is proving successful – we have significantly reduced waiting times by managing emergency departments over three-day periods in Blackpool and N. Ireland

We have already helped 16 emergency departments improve their processes and dramatically reduce waiting times



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