



How we can help you improve productivity

Restore, recover, renew

- Using robotic process automation (RPA) and other solutions to manage waiting lists or undertake repetitive tasks - we can work with you to create bespoke solutions
- We use other innovative digital tools developed in-house, as well as other nationally-accredited tools, to save our customers time and money. For example:
 - chatbots to handle simple enquiries
 - using AI to analyse huge amounts of data
 - our successful **Find me a Locum** app, which could easily be adapted for nurse recruitment and will cut out agency fees
- Helping you rebuild & restore post pandemic
- Evaluation expertise to help you use the pandemic experience to transform working practices

Scalable, specialist expertise

- Almost a decade of experience delivering at-scale across regions - introducing highly efficient, resilient, flexible support in often rapidly transforming environments
- Experienced in managing rapid improvement e.g. running NHSE/I's 100-day challenge for elective care specialties in the North
- On all the main procurement frameworks - so it's easy for you to access our expertise
- Unlike the large outsourcing houses, we're an NHS organisation naturally aligned to your values. We focus on creating value - not profits
- Our wide range of professional and business management support includes finance, bank staff, HR, payroll, IT and helpdesk, diagnostics, business intelligence and analytics, and communications and engagement
- We bring together experts from across our services to offer blended support that suits your local needs
- We deploy resource and expertise quickly using our flexible staff bank. As an NHS employing authority our employees are covered by NHS terms and conditions.

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

Email: mlcsu.commercial@nhs.net

Visit us mlcsu.co.uk





Diagnose, design, deliver

And if you need us to help you from the very beginning of the improvement process, we can:

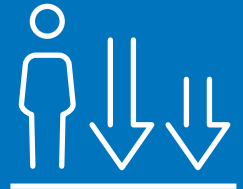
- Use our 5-week diagnostic programme to identify operational delivery savings at organisation and system level
- Co-design, mobilise and implement solutions that will realise savings for you

We can help acute trusts reduce spending on 'back and middle office' to under 6% of their budget – as recommended by Lord Carter in his 2016 review



Potential £multi-million efficiency savings demonstrated when we delivered a system diagnostic for several STPs....AND...help support you to create a sustainable, at-scale system solution

Paediatric Ophthalmology Did Not Attend rates reduced by 4% with follow-up DNA rate down by 9.1% in 1 month with one pilot trust taking part in 100-day challenge we ran for NHSE/I



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