

IndEx™

An Individual Funding Request management tool

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) has developed a comprehensive and bespoke Individual Funding Request (IFR) case management system to support the effective delivery of the IFR decision making processes.

Bespoke dashboards enable clinicians to **track applications in real-time** and **manage their patient's journey**. A robust audit trail **mitigates any risk** of potential legal challenges and **demonstrates compliance** with governance arrangements.

Through robust and effective reporting mechanisms, CCGs are supported to identify and commission new treatments or interventions, and to develop appropriate policies to meet the needs of their population.



Purpose-built, web-based case management system



Manual and online applications



Real-time progress and activity monitoring



KPI tracking



Applicant dashboards



Trend analysis and Commissioning insights

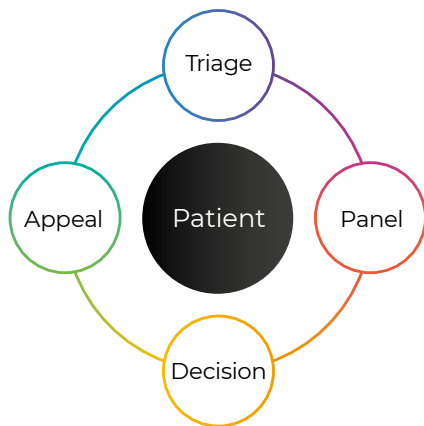


Audit trail collation



The IFR activity and performance reports are extremely useful and interesting, specifically in benchmarking applications and outcomes of funding requests.

Morecambe Bay CCG



We can provide:

- ✓ a fully customisable and adaptable system, deployed rapidly across primary and secondary care
- ✓ accredited expert system consultants to support staff and clinicians through an effective training programme
- ✓ mobilisation of resources to manage roll-out across your area
- ✓ a Service Desk support function for system users.

Our achievements:

1. We currently support 19 Clinical Commissioning Groups (CCGs) to deliver a robust IFR process
2. Quality reports support CCGs to identify new treatments and develop policies
3. Our case management system helps commissioners identify areas for educating clinical colleagues about the IFR process.

Get in touch to find out how we can help you!

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