



How we can help to support and develop primary care networks

We have a wealth of experience in supporting a diverse range of healthcare commissioners and providers. Our wide-ranging services are now used by primary care networks (PCNs) and GP federations as well as individual practices.

We have already supported successful establishment of six PCNs – One of those (Chester East PCN) has been held up as an exemplar by NHSE.

As an organisation that is both of the NHS and for the NHS, our staff and culture are naturally aligned to your values.

We:

- focus on creating value – not profits – and delivering competitively priced, effective support at scale
- bring together experts from across our services to offer blended support
- use bespoke tools we have developed in-house, as well as other nationally-accredited tools, to save our customers time and money
- can help you when you need people quickly. Being an NHS employing authority means our employees are part of the NHS Pension Scheme and are covered by NHS terms and conditions.

We are supporting PCNs to deliver the six national development domains:

- [Set up](#)
- [Organisation development](#)
- [Leadership development](#)
- [Collaborative working \(multi-disciplinary / agency / change management\)](#)
- [Population Health Management](#)
- [Asset-based community development and social prescribing](#)

To find out more about the support we offer for each domain, please click on the links.

We also offer end-to-end support with a wide range of single service packages.



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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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

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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)



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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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How we can help 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 developing primary care networks (PCNs)

We can help you build flourishing teams across your network so all involved are inspired, motivated and effectively delivering patient care

- Experts in organisation and leadership development
- An 'academy' approach linking learning and development
- Coaching

We can help you forge relationships with system partners to ensure maximum benefit for your population

- Strong track record in facilitating, developing and maintaining system relationships
- MLCSU network of contacts

We can ensure your data services meet national standards, giving you assurance

- Experts in information management and technology
- Data quality services
- Data accreditation scheme including Quality and Outcomes Framework indicators
- Case finding tools and digital maturity reporting
- Implementation of national standards

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

- Experts in business intelligence
- Aristotle data and reporting tool
- Data interface with national PCN dashboard

We can keep you compliant with equality and inclusion guidance, and ensure any service change takes account of the needs of each section of your population

- Experts in equality and inclusion
- Policy development
- Advice line
- Service change impact assessments



The EPIC programme has created a format and an environment for change. The practice has been going through a lot of change, change is difficult. EPIC has given us some tools we will roll again and again to manage change in the future.

Dudley GP practice

Participant in EPIC, the local primary care development programme created and run by our Strategy Unit, which evaluated well (empowering staff and improving relationships with local partners as well as saving costs).



How we can help you with leadership development

We can give your leaders the knowledge and skills they need to inspire all involved to deliver the best possible outcome for patients

- Experts in leadership development
- Leadership Academy for clinical and non-clinical leaders
- Individual and group coaching
- Practical skills and knowledge to deliver behaviour change
- Enabling approach using best practice and evidence-based tools

We can help your leaders develop the strategic skills required to be an effective system partner

- Strong track record of facilitating development in context of system relationships
- Developing and nurturing trusting relationships
- Leading equality and inclusion
- Community asset strengthening
- Engagement and communication skills



The workshop was attended by staff and senior leaders from all parts of the Dudley Health and Social Care System. All participants were provided with an opportunity to broaden their minds and to think of the possible as well as what may have felt like the impossible. Every person that attended has spoken of the value of the intervention and the outcomes will now be used as we continue to implement our new model of care in Dudley. The Strategy Unit team did an absolutely fantastic piece of work.

Stephanie Cartwright

Director of Organisational Development, Transformation and Human Resources, Dudley Clinical Commissioning Group

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Midlands and Lancashire
Commissioning Support Unit



We can help your leaders develop the personal skills required to steer your network

- Dealing with conflict
- Collaborative leadership
- Leading challenging conversations
- Managing change

We can ensure those stepping into new leadership roles have the essential management skills to maximise performance

- Project management
- Using data
- Emotional intelligence
- Assertiveness
- Building a business case

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How we can help you with collaborative working

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

- Experts with experience of change management and organisation development
- Additional capacity and capability
- Tailored support
- Access to best practice benchmarking
- Sharing good practice from across the area we cover
- Horizon scanning

We can help you improve patient care by effective collaborative working

- Strong track record in collaborative working and solutions
- Lean thinking, Six Sigma techniques and outside-the-box thinking to develop transformational solutions
- Supporting integration for multi-agency delivery
- Helping to implement the model of care
- MLCSU network of contacts to support collaboration
- Developing and nurturing trusting relationships

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

- Experts in business intelligence
- Aristotle data and reporting tool for case finding and case management

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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 information governance
- Data Sharing Agreements to support integration of shared records



During our Planned Care project in Staffordshire, it was clear we needed to forge much stronger relationships across a number of organisational boundaries and change cultural thinking. The CSU has been instrumental in helping us put clinical engagement at the centre of our work. Organising, facilitating and designing workshops to gain insight and involvement; the CSU also invited guest clinicians to share learning. This was not an easy process but together we worked hard to share expertise and design pathways to bring real benefits to patients.

Mark Seaton

Staffordshire and Stoke-on-Trent STP planned care workstream programme lead

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Midlands and Lancashire
Commissioning Support Unit



How we can help you with population health management

We can highlight areas to focus on to support the prevention agenda and improve the health of your population

- Experts in business intelligence
- Aristotle data and reporting tool for case finding and case management
- Stratified data on population health – by practice, by network
- Mapping, for example of long-term condition hotspots
- Data flows and capture already set up within MLCSU's footprint

We can help you ensure your services are fit for the future

- Data benchmarking to compare, risk stratify, futureproof and understand wider determinants of health
- Access to national policy and development thinking, and best practice

We can free up your time so that you can focus on your clinical priorities

- Practical support to populate the new primary care network dashboard, interpret results and provide solutions



Valuable in supporting the workshops, forming the basis of discussions and helping to inform development of a set of actions to address the frailty 'gap' across Walsall, which have now been drawn up into a RightCare logic model and embedded in the CCG's three RightCare delivery plans for 19/20.

Louise Jones

Senior Commissioning Manager, Walsall Clinical Commissioning Group

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How we can help you with social prescribing and asset-based community development

We can help you through the intricacies of working with non-NHS partners, ensuring you are compliant with regulations and producing the best service for your patients

- A partnership route to the voluntary sector to provide an end-to-end social prescribing and community asset based solution
- MLCSU can hold contracts with the voluntary sector on your behalf
- Digital solutions enabling easier and more resilient process and service delivery
- Experience of partnership working with voluntary and community sector
- Access to relevant expertise and solutions
- Contracting guidance for engaging social prescribing link workers
- Support from our information governance experts for setting up compliant social prescribing referral and monitoring processes

Case study:

We helped a Cheshire PCN to build a 'Compassionate Communities', one-stop, multi-agency, interactive website and Facebook group.

- We engaged patients in the design of the website for Nantwich and Rural Care Community
- A partnership route to the voluntary sector produced an end-to-end social prescribing solution
- Digital solutions supported referral management



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