



Midlands and Lancashire
Commissioning Support Unit

Nursing and Urgent Care

Clinical quality
and safety



MLCSU
Clinical
Nursing and Urgent Care

Contents

<u>Introduction</u>	<u>03</u>
<u>Our principles</u>	<u>04</u>
<u>Clinical quality and safety</u>	<u>05</u>

Introduction

I am delighted to introduce NHS Midlands and Lancashire Commissioning Support Unit's (MLCSU's) Nursing and Urgent Care team (NUCT) – your trusted partner for specialist, independent, clinical and analytical guidance on a regional, national and international scale.

Our mission is to enhance the patient experience and outcomes by supporting your decision-making processes at strategic, tactical, and operational levels.

With a wealth of senior clinical and operational experience, our team is uniquely positioned within the NHS and broader health and care systems to serve as your independent ally. We're committed to driving improvements in your key areas – offering a critical, friendly perspective to facilitate positive change.

Our expertise extends beyond clinical care and governance. We specialise in pathway and system transformation, urgent care flow and redesign, discharge optimisation, and capacity management. We offer expert insights and solutions to address your unique challenges and enhance your system's efficacy – improving outcomes for patients.

We pride ourselves on our proven track record in enhancing urgent care pathways. We support evidence-based understanding and decision-making for a variety of providers, including new and existing integrated care providers ('place'), integrated care boards (ICBs), integrated care systems (ICSs), and NHS England (NHSE).

Plus... as part of one of England's four commissioning support units (CSUs), we have the backing of thousands of experts in areas as diverse as data, analytics, transformational change, workforce planning, finance, and communications, engagement and behavioural insight. This adds unique value to our support.

At NUCT, we transform data and insight into action. Leveraging our expertise, we develop clinically-led solutions for system-wide improvements.

Our passionate and dedicated team doesn't just provide solutions; we join you on your journey towards unparalleled patient care and system efficiency. We partner with you, work hand-in-hand, sharing your vision and commitment to delivering excellence.



Allison Cape
Deputy Director of
Nursing and Urgent Care



Our principles

Our values, fuelled by passion and commitment, lay the foundation for everything we do:

1

Enhancing patient experience – we are relentless in our mission to level up patient outcomes and enrich their experience

2

Data-driven decisions – clinical data and insights aren't just tools; they guide everything we do. We rely on them to direct all our actions and decisions

3

Of the NHS, for the NHS – we share the values of our customers and are united with you in purpose

4

Trust and collaboration – as your trusted system partner, we commit to sharing our expertise and knowledge for better decision-making that endures.

Clinical quality and safety



We have the experience and scale to act as your partner in delivering excellence

Leveraging recent clinical, peer review, and CQC experience, our clinicians are uniquely positioned to enhance both NHS and wider health and care system delivery. We collaborate closely with your teams, ensuring that services align with established standards, promote best practice, and enhance patient satisfaction and outcomes.

We offer bespoke solutions, fostering local ownership and sustainability through hands-on coaching and mentoring. Our goal is to facilitate positive, lasting change in healthcare, boosting both service quality and patient satisfaction.

Let's journey together to create exceptional clinical care.



Why work with us:

- ✓ Registered senior clinicians with vast experience in embedding effective clinical leadership
- ✓ Experienced in coaching and mentoring clinical and support teams
- ✓ Vast experience working with the CQC and regulatory bodies
- ✓ Proven record in being cost and time effective
- ✓ Always compliant with regulations, standards and good practice
- ✓ Quality improvement approaches with measurable results in patient outcomes and satisfaction
- ✓ Ability to provide customised solutions to address your specific needs
- ✓ Work collaboratively with system-wide partners and local teams.

CQC Readiness Programme

CQC Readiness – your resource for advancing quality, sustainability, and best practices.

Discover structured support and guidance with our CQC readiness programme. Leveraging our team's significant clinical and operational experience within the NHS, we work alongside and on-the-ground with your team to prepare for CQC inspections.

Our role is not that of an inspection regulator but as collaborative partners, helping build necessary skills and instill processes compliant with current standards. We stand beside your clinical teams, empowering them to highlight the vital work they do.

We meticulously design our programmes to drive improvements and implement national guidance and best practices – thereby enhancing the quality of care and patient satisfaction.

Our CQC Readiness Programme offerings include:

- ✓ Assisting with a comprehensive self-assessment to gauge your adherence to CQC standards and identify areas requiring enhancement.
- ✓ Evaluating your organisation's policies and procedures to ensure they are up-to-date, thorough, and conforming to CQC regulations.
- ✓ Simulating an inspection process to identify areas of improvement, and acclimating staff to the procedure and expectations.
- ✓ Offering in-depth training and education on CQC standards, regulations, and inspection processes, helping your team comprehend compliance requirements.
- ✓ Constructing detailed action plans for areas not compliant with CQC standards, and providing support during their implementation.
- ✓ Ensuring consistent support for the initiation and ongoing management of quality improvement projects aligned with CQC standards.
- ✓ Guiding your team in developing leadership and management competencies, emphasising the creation of a culture focused on learning and awareness.
- ✓ Providing support in implementing and sustaining efficient frameworks that ensure accountability, transparency, and compliance within your organisation.

Peer Review programme

Our team has amassed significant experience in developing, facilitating, and delivering peer review programmes that amplify the voices of patients, carers, and professionals – all while ensuring compliance with relevant standards and regulatory frameworks.

We meticulously design our programmes to drive improvements and implement national guidance and best practices – thereby enhancing the quality of care and patient satisfaction.

Our offerings centre on how organisations and systems can:

- ✓ propel improvements in quality, safety, and outcomes across reviewed services
- ✓ build organisational confidence and competence in clinical quality
- ✓ facilitate benchmarking, the sharing of best practices, and collective learning
- ✓ equip organisations with superior information about the quality of their services
- ✓ empower patients by amplifying their voices.

Our reviews adopt a developmental approach, primarily empowering clinical and professional staff to elevate the quality of services. This process is not an inspection or performance management tool, but an evidence-based strategy effective in improving the quality of NHS care and providing quality assurance.



Our peer review programmes encompass:

- ✓ spearheading the preparation and planning for the programme on a system, regional, or national scale
- ✓ recruitment and training of all multidisciplinary team members, including users and carers – instilling confidence to conduct effective reviews
- ✓ analysing evidence and identifying key lines of enquiry
- ✓ providing support for clinical audits where required
- ✓ coaching and mentoring to empower both reviewers and participants
- ✓ delivering visit reports that are collaborative and objectively written to the highest standard – enabling services to implement improvements and support their quality agenda
- ✓ making recommendations to enhance service delivery, boost patient satisfaction, and improve quality
- ✓ offering follow-up support where required to embed best practice and provide professional assurance.



“You made what is a usually tedious and stressful event a pleasure to be a part. You made me

feel very welcomed and supported throughout each visit and always ensured the patient experiences and perspectives were adequately addressed and recorded during each of the visits. I valued the time you took to speak to me about any of the concerns I raised post visits.”

*Patient representative UK
Thalassaemia Society*

Contact details

Kelly Bishop, Assistant Director of Nursing and Urgent Care

☎ 07855 223991

✉ kelly.bishop5@nhs.net



MLCSU
Clinical
Nursing and Urgent Care