



Midlands and Lancashire
Commissioning Support Unit

MLCSU Elective Care Offer

June 2023



How we can help **trusts and systems** recover and renew patient care

With extensive expertise in Elective Care recovery, NHS MLCSU offers targeted solutions that address high-priority areas where external support provides maximum value. Combining our digital capability, clinical insight, and innovation, we effectively overcome challenges in restoring and delivering elective care.

Our offers – designed to tackle the greatest challenges of today – have been designed in partnership with trusts. As your challenges change, so too will the support we'll bring.



Your challenges and our solutions

We have three clear offers to support with today's greatest challenges.



Patient Engagement Portal Implementation

Navigating outpatient care is challenging. **Our solution empowers patients with advanced digital services for better appointment and care information management, supporting effective waitlist control and improving patient experience.**

Leveraging our specialist insight, digital innovation, and clinical operation expertise, we provide end-to-end support in designing, implementing, and embedding Patient Engagement Platform (PEP) systems.



Enhanced Waiting List Management

Despite efforts to validate waiting lists, patient wait times often exceed national standards. **We help providers validate lists, understand health inequalities and clinical risks**, and enhance patient experience. Our solution fuses the talents of our data analysts, digital innovation unit, and referral management centre, offering a comprehensive approach to waiting list management. This leads to increased capacity utilisation and efficiency.



Outpatient Transformation

Outpatient transformation is crucial for effective demand management and capacity utilisation. **We aid providers in understanding their outpatient activity drivers to enable impactful transformation of out-patient care.** Our solution unites our expertise in data management, evidence-based insights, and pathway optimisation to offer targeted support in tackling outpatient challenges.




A focus on Engagement Portals (PEPs)







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Engagement Portals (PEPs)

Through the NHS App, Patient Engagement Portals (PEPs) empower England's NHS patients to securely view and access comprehensive details of their scheduled appointments with acute NHS Trusts, on both mobile and desktop.

Key requirements for success	How we'll help
 <p>Consultancy advisory support</p>	<p>Our team's depth in PEP delivery, digital consultancy, and change management uniquely equip us to provide specialist advice in areas like information governance and clinical safety. Our insight into the Wayfinder programme makes us specialists in implementing and integrating a Patient Engagement Portal effectively.</p>

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Key requirements for success	How we'll help
 PEP solution Identification	<p>Having collaborated with NHSE and Trusts, we are uniquely positioned to advise on the best PEP products, engage Trusts with suppliers, and design Trusts' PEP requirements. Our digital PMO consultancy and procurement service ensure efficient and compliant procurement processes.</p>
 Building patient awareness, consent and behaviour change	<p>Our team's expertise in communications and engagement supports patient and staff adaptation to PEPs. We design strategies to boost patient engagement, manage stakeholders, provide equality and diversity advice, and handle reputational challenges, utilising behavioural insights for benefits realisation.</p>
 PEP digital capability	<p>Our Digital Innovation Unit offers technical expertise in PEP functionality and interoperability, implementing automation, EPR integration methodologies, and API development to enhance the patient experience.</p>
 Change management support	<p>Our experienced change managers evaluate and redesign business change functionality in various domains, ensuring successful PEP implementation and the realisation of all its benefits.</p>




A focus on

Enhanced Waiting List Management







A focus on Enhanced Waiting List Management

In response to prolonged waiting times, the NHS is now focused on addressing disparities in waiting lists, improving patient experiences, managing clinical risks associated with lengthy waits, and optimising patient management to ensure better waiting experiences so that patients ‘wait well’.

Key requirements for success	How we'll help
 RTT/non-RTT data and patient validation	Our solution integrates detailed data cleansing of waiting lists and innovative chatbot-driven patient validation. Collaborating with clinical teams, we enable rapid validation and sustainable, repeatable solutions for ongoing or timely checks, removing patients who no longer need care.

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Key requirements for success	How we'll help
 Determining clinical risk	<p>Linking primary care data with acute Trust data, we provide insightful waiting list analysis. We assist in identifying and managing clinical risks among long-waiting patients, ensuring care prioritisation based on clinical needs, affecting ED and primary care attendances and informing care decisions.</p>
 Addressing health inequalities within waiting lists	<p>With our Aristotle XI BI product, we merge multiple data sets to identify health inequalities within waiting lists, providing actionable insights to tackle these complex issues. Our specialist Strategy Unit's evaluations of the latest research further inform our strategies to reduce healthcare inequalities.</p>
 'Waiting well' initiatives	<p>Focusing on patient experience, our solution encourages self-management of conditions and lifestyle factors, reducing provider dependence. We identify and guide patients towards beneficial lifestyle programs while waiting, personalise patient engagement, and provide tailored condition management support.</p>
 Improving waiting times	<p>Combining our services, we enhance patient positioning by reducing waits through data cleansing, validation, and removal of duplications and anomalies. By deploying AI technology, we minimise missed appointments and optimise patient care through integrated management.</p>




A focus on
**Outpatient
Transformation**






A focus on

Outpatient Transformation

Outpatient activity makes up 80% of waiting lists, with long-wait patients primarily in outpatient follow-ups. Reducing follow-ups by at least 25% is a Trust priority. Addressing this challenge is vital for provider sustainability, ensuring timely, necessary, and effective care for better patient outcomes.

Key requirements for success	How we'll help
 <p data-bbox="402 868 708 959">Advanced data synthesis</p>	<p data-bbox="919 792 2359 1035">Through our Business Intelligence, Health Economics, and Strategy Unit, we offer data-driven solutions to increase capacity by identifying unnecessary follow-ups and multiple pathway patients. Our method synthesises multiple data sources to provide detailed waiting list intelligence, directing local investigation and evaluation.</p>

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Key requirements for success	How we'll help
 <p>Applying the evidence</p>	<p>We prioritise reviewing clinical templates to achieve a 25% reduction in Outpatient Follow-Ups (OPFU). Our Clinical Policy Team evaluates the latest evidence base to develop local and system policies ensuring cost-effective, ethical, and clinically appropriate decisions.</p>
 <p>Building clinical engagement</p>	<p>Our clinical and transformation expertise supports a clinical practice redesign. Our Transformation Unit, recognised by the HSJ awards for its work in clinical redesign, collaborates with your team to innovate and utilise AI and decision-support tools for shared decision-making.</p>
 <p>Managing the outpatient interface</p>	<p>We optimise referrals through specialist advice, pre-referral guidance, virtual consultations, and more. Our experience in bringing primary and secondary care clinicians together supports clinical understanding and care transition. Our Referral Management Centre and Prior Approval Process further enhance referral efficiency.</p>
 <p>Reduce DNAs to increase capacity</p>	<p>Partnering with AI solutions, we target DNAs and WNBs in OPFU appointments. Our AI algorithms identify patients at risk of DNA for informed booking, and we identify patients on multiple pathways for alternate care pathways.</p>

Why work with MLCSU?

Our specialist capabilities

1. Recognised as a 2023 [HSJ Partnership Award Finalist](#) for [Best Elective Care Recovery Initiative](#) and [Gynaecological Cancer Services Review](#), highlighting our commitment to innovative healthcare solutions.
2. Our strength lies in [whole-system working](#), [RTT](#), and expert [waiting list management](#).
3. A dedicated [Referral Management Centre](#) with around 70 skilled staff offers patient choice and guides patients through systems.
4. We offer [strategic insights](#) into elective care challenges through our Strategy Unit.
5. Our expertise in understanding systems for elective care and synthesising data through [Aristotle Xi](#), provides a comprehensive overview of patient care.



Why work with MLCSU?

Our specialist tools

1. Aristotle Xi offers past, present, and predictive insights to enhance the management and delivery of health and care services.
2. We possess expertise in digital innovation, deploying AI and chatbot technology to optimise waiting list management.
3. Proficient in capacity and demand modelling, we ensure effective resource allocation.

Our specialist insight

1. We've successfully delivered high-profile national elective care engagements, showcasing our dedication to effective care planning.
2. Our team comprises clinicians possessing critical insight into elective care, ensuring practical, hands-on experience.
3. We're organisationally neutral but fully committed to improving system outcomes for positive patient care impacts.
4. Leveraging our extensive history and comprehensive managerial, clinical, and operational networks, we offer an unparalleled perspective on healthcare landscapes.

Why work with MLCSU?



We're of the NHS, for the NHS and uphold public sector core values, combining rich local understanding with impartiality in all our endeavours.



As an NHS provider operating at a 1% margin, we deploy flexible, multidisciplinary teams of NHS subject matter experts, drawing on our collaborative CSU partnership capability.



Leveraging our longstanding expertise and experience spanning the NHS, local authorities, and the private sector, we deliver comprehensive solutions.

Contact us

Get in touch to learn more about how we can help!



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