



How we can help you optimise patient choice and provider selection

The government's renewed focus on patient choice empowers patients to personalise their own care and choose new care providers, which also promotes flexibility and collaboration within the healthcare system.

At NHS Midlands and Lancashire CSU, we are here to make this transition smooth for you. Our end-to-end service brings expert teams in procurement, referral management, and contract management together to help you navigate the changes. We ensure thorough due diligence on care providers, establish and manage NHS standard contracts, and guarantee patients have the freedom to choose, in line with NHS England's choice mandate guidelines.

We are also ahead of the curve when it comes to public contracting regulations. To help you navigate the complexities of the incoming Provider Selection Regime (PSR) which will enhance patient choice, our highly skilled team is ready to provide thought leadership, policy development, and expert guidance to ensure full compliance whether through direct award or competitive tender processes.



Patient benefits

- **Tailored Care Options:** Freedom to choose care providers for diagnostic tests and treatments, aligning with NHS standards.
- **Expanded Provider Pool:** Both NHS and independent sector providers shortlisted to maximise dates and locations available
- **Support:** Expert staff available to answer patient questions, concerns or queries.



System-wide benefits

- **Elective Care Recovery:** By offering patients a choice in their care providers.
- **Strategic Capacity Management:** Assurance on independent choice, helping you manage system capacity dynamically and plan service delivery strategically.
- **Compliance:** Support in navigating future PSR requirements, removing unnecessary tendering barriers to integrated care.
- **Patient Contact Hub:** Independent hub offering patients a clear understanding of their provider choices along their care pathway.
- **Expertise:** Central team with expertise in e-Referral Directory of Services management.

How we do it

We offer comprehensive support for accrediting new care providers. Our expert staff streamline the accreditation process, from due diligence through our e-procurement solution 'Atamis' to specification development, evaluation of applications, progressing providers through governance steps, seeking approval for accreditations and the establishment of NHS standard contracts.

Beyond accreditation, we continue to manage contracts, integrating activities like financial analysis, quality, and performance management.

Through our Referral Management Centre (RMC), our experienced staff provide independent advice to patients, offering a choice of up to six providers (both NHS and independent sector) to optimise availability and effectiveness across the primary, secondary, and tertiary interfaces.

Our staff are proficient in using NHS electronic systems including, such as e-Referral Services (eRS), RiO (Community patient administration system), and Gateway (GP interface). We also support systems in listing new providers / services on the e-RS Directory of Services.

The impact



- **19k patients per month** offered patient choice of up to six providers across two systems.
- **Community clinics** listed onto eRS allowing safe booking of patients.
- **Supporting policy development** in two systems and supporting several patient choice accreditations.
- **Represented at national groups** and contributing to thought leadership around PSR.
- **Enabling the smooth allocation of work** across systems through integration of NHS and independent

Why MLCSU?



- **Shortlisted for GO Awards and HSJ Awards**, with deep knowledge and insight into the provider market, elective care recovery and digital innovations to reduce waiting times.
- **Proven track record** in facilitating integration between NHS and independent sector providers.
- **Operating at scale** enables us to support high volumes of activity efficiently and cost-effectively and offer systems exceptional value for money.
- **Chartered Institute of Procurement and Supply (CIPS) accreditation** guaranteeing the highest standards of regulatory compliance and skilled delivery.



Elective care offer

Find out more about how we can support elective / planned care on our [Clinical Redesign and Provider Collaboration](#) page.

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

Email: mlcsu.partnerships@nhs.net

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