



How we can help you implement a Patient Engagement Portal (PEP)

NHS Midlands and Lancashire CSU (MLCSU) offers a flexible and modular Patient Engagement Portal (PEP) implementation support solution. This empowers you to cherry-pick the components that resonate most with your objectives, all the while seamlessly integrating with the existing resources within your trust.

Our team harnesses specialised insights, cutting-edge digital innovations, project management skills, and clinical operational expertise. Together, we collaborate with you every step of the way, from initial scoping and design to the implementation and seamless integration of PEPs within your trust. We are here to make your patient engagement journey as smooth and successful as possible.

We were commissioned by NHS England to draft the programme business case to enable investment into the Wayfinder programme which is delivering a solution to integrate PEPs with NHS App. Wayfinder will enable people to access information about their acute care referrals and appointments via NHS App. We gained valuable insight into the requirements of PEPs and how to effectively implement, integrate and use them to fully realise the benefits



Trust benefits

- **Enhanced Focus on Patient Care:** Trust resources can stay dedicated to direct patient care and prioritise clinical transformational challenges such as supported decision-making, patient-initiated follow-up, and 'Waiting Well' initiatives, without the distraction of PEP implementation.
- **Expert Implementation Team:** Reassurance that a highly skilled team is managing key deliverables, ensuring a well-executed implementation that offers exceptional value for your investment and adheres to agreed-upon timelines.
- **Greater Resilience:** With MLCSU, you receive a service that can adapt to any absence or changing resource needs, providing your trust with added resilience and continuity.



Patient benefits

- **Effortless PEP Implementation:** A hassle-free setup of a user-friendly portal.
- **Clear Sign-Up and Usage Guidance:** Concise instructions on how to register and maximise the benefits, including reaching traditionally hard-to-reach groups.
- **Access to Personal Health Information:** Seamless access to personal health and care information through the NHS App.
- **Swift Deployment:** Up and running quickly.

How we do it

Service	Our expertise
Consultancy and advisory support	We offer specialist advice and support in business case drafting, information governance, clinical safety, intellectual property, and digital consultancy to help you scope and identify a PEP solution.
PEP platform identification	Our procurement specialists offer advice, evaluation capacity or full end-to-end procurement. For example: most suitable route to market; available frameworks, qualification questions and evaluation criteria; evaluating bidder responses; using insight from our Wayfinder involvement to ensure the specification is accurate.
Patient awareness, consent and behavioural change	We provide communications and engagement activities depending on programme needs, timelines, target audiences and budget availability. For example: communication and engagement strategy; stakeholder mapping and database; most effective communication channels; programme oversight of the PEP programme scope, delivery phases and timelines.
PEP digital integration and digital transformation	We work with you, your PEP provider and existing digital systems to develop robotic process automations to integrate these systems and enable interoperability with the chosen PEP solution. MLCSU has experience supporting the building of common solutions across an ICS and/or trust footprint.
Change management	Our support ranges from change management of small, bespoke interventions to supporting major change and improvement strategies through nationwide initiatives involving multiple partners.
Programme and project management	Scoping and forecasting of project resources. Using best-practice MSP and Prince2 frameworks and accredited staff. Defining and executing projects in a controlled manner, completing on time, in full and within the agreed budgets. Our resources can be flexed up and down throughout the project to maximise value for money paying only for what you need.

Why MLCSU?



Proven track record in the management and delivery of digital and transformational programmes and projects, offering an objective, professional approach to managing risks associated with project implementation.



Of the NHS and for the NHS, we are a strong and resilient organisation, employing more than 1,900 highly-skilled NHS professionals and subject matter experts.



Our size and scale enable us to provide bold innovation, ideas, leadership and the confidence to face your challenges and opportunities with you.

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

mlcsu.co.uk