How we can help you with information management and technology

We can reduce your workload, giving you more time to focus on your patients

- Change management to MSP/PRINCE 2 standards. Our experience includes clinical system changes, practice move, new build, ETTF bids
- New working practices and improvement of existing processes, policy development
- Strategy planning, set-up, integration and ongoing support of IT and digital services
- Tech solutions to support DNA reduction
- IT Maturity index
- Range of cloud-based knowledge and collaboration tools to improve productivity and communication
- IT training, support and guidance, including for GP clinical systems and associated national systems
- IT procurement/purchasing - including quotes, technical advice, payments, tender evaluations

We can improve your communication processes and data sharing

- IP telephony/mobile solutions
- Data sharing agreements
- Primary Care IT Enabling Services (PCES) - Registration Authority, NHSmail support, Data Protection Officer support

We can keep you up to date with the latest technological developments

- Web/mobile application development - secure, scalable. Our experience includes developing RESTFul APIs, HL7 clinical messaging interfaces, cloud-based deployments, proof of concept solutions
- System design and set up, Data Collection & Reporting Service (DCRS), clinical workforce placement systems including the new STEP Skills Passport system
- Website hosting and content management

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

Email: mlcsu.commercial@nhs.net

Visit us **mlcsu.co.uk**

NHS
Midlands and Lancashire
Commissioning Support Unit

We can help you extract and store patient data from clinical systems safely and efficiently

- Clinical system optimisation and interoperability across all major clinical and national systems
- System support with GP2GP, Summary Care Record, Patient Online, Electronic Prescribing Service, Electronic Referral Service
- Data quality services - searches, reports, templates and protocols
- Implementation of data accreditation scheme including QoF indicators
- Deployment and support of case finding tools
- Digital maturity reporting
- Implementation of national standards (SNOMED)
- Analysis of data and advice on improving data recording, data quality and coding processes
- Local delivery benefitting from specialist knowledge and experience at scale

We can help you improve patient care and experience

- Online patient apps, video consultations
- Marketing activity, patient engagement and awareness raising to support introduction of online patient services
- Secure record sharing

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> **The support from the data quality team was second to none. The efforts and overall dedication, especially when there were challenges and tight timescales, was a key factor to the overall success of Primary Care Commissioning Framework in year one.**
>
> **Manoj Behal**
> Sandwell & West Birmingham CCG

We can give you assurance

- We implement required information governance (IG) processes, including GDPR Toolkit, with expert advice from MLCSU's IG team

We can give you resilience

- Effective IM&T business continuity and disaster recovery processes