

Welcome to PrimaryPoint™

PrimaryPoint is an online portal developed by Midlands and Lancashire Commissioning Support Unit (MLCSU) to provide primary care customers such as general practices and Primary Care Networks (PCNs) with fast and easy 24/7 access to up-to-date, compliant policies, procedures, toolkits and other services.

Designed exclusively for primary care, PrimaryPoint helps organisations to be compliant with the latest legislation and best practice. Ready-made templates and stationery, personalised with your own organisation's information and logo will help to reduce your day-to-day administration; freeing up time to spend on patients.



Midlands and Lancashire
Commissioning Support Unit

Providing a full range of commissioning support services to over 50 CCGs as well as NHS providers, local authorities and other public sector organisations across the country, we are a dedicated team of NHS professionals with a wealth of skills and primary care expertise.

“ I have found the resources available from MLCSU most useful in completing the IG annual return. Once set up, the portal is easy to use and self-explanatory.

Katrina Dipple, Business Manager, Darwin Medical Practice

Why choose PrimaryPoint™



Designed by the NHS, for the NHS

Being an organisation that is part of the NHS working for the NHS, MLCSU staff and culture are naturally aligned to your values. Our focus is on creating value – not profits – to deliver at-scale, competitively priced and effective support.



Save time and money for your organisation

Primary care needs space and time to focus on improving care for patients. PrimaryPoint is designed to make adopting, updating and replacing your organisation's policies and procedures as easy as possible – saving you both time and money.



Bespoke guidance, tools and services

We recognise that every primary care organisation will face different challenges. MLCSU has a wealth of experienced subject matter experts who will guide and advise you.

“ The quality and detail of the policies available are of a high standard and where possible, we are using these to replace our current policies and processes.

Stephen Fitchett, Practice Manager (IM&T), Leicester

How PrimaryPoint can help



Services

Our bronze, silver and gold price packages provide access to the full range of MLCSU services, supporting your team with expert specialist advice, guidance and information to help manage your organisation more effectively.



Policies

You can access a full range of regularly updated primary care policies which will keep your organisation compliant with the latest legislation including the NHS Act 2006, Health and Social Care Act 2012, Data Protection Act 2018 and Employment Act 2008.



Procedures

You will have access to best practice governance documents, as well as procedure notes, toolkits and user guides. We will help your organisation to get started with standard letter templates and guidance on specific issues.



Products

As well as nationally recognised products, your organisation can also access a number of high-quality toolkits and systems through PrimaryPoint that have been exclusively developed in house by MLCSU to help streamline your processes.



Support

Offering a first-class support service, PrimaryPoint will provide your organisation with guidance and information as you need it, with our experts on hand to help with any of your queries or issues via telephone or our rapid email response service.

What PrimaryPoint™ will offer

- ✓ Information governance
- ✓ Human resources and organisational development
- ✓ Finance
- ✓ Procurement
- ✓ Communications and engagement
- ✓ Clinical pharmacy and medicines optimisation
- ✓ Business intelligence
- ✓ Digital
- ✓ Corporate services
- ✓ PCN and Clinical Director Domain Support.

Get in touch to find out how we can help

For more information, visit primarypoint.co.uk



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