



We facilitate the provision of clinical services within primary care and the local community, serving the people of Leicester, Leicestershire and Rutland.

The right care at the right time, in the right place

LLR Patient Care Locally is a Community Interest Company (not for profit) who works collaboratively with the NHS to identify patient care needs which can be undertaken more locally in the community. We work with local healthcare organisations to commission and deliver this care. In this way, we help relieve pressure on the NHS and help provide a more efficient service to patients.



Our vision is to support the delivery of high-quality healthcare, ensuring patients always receive a positive experience by being able to access clinically appropriate, transformational services closer to home.

We will work to reduce health inequalities by providing healthcare services that meet the needs of the local community and take healthcare provision to communities who find it difficult to access.

Through innovative, transformative and collaborative working, we will deliver care that best supports the patient, the community and the System.



ABOUT US

Our aim is to provide the best possible care and outcomes for patients, in a timely manner and undertaken in a more local setting. To achieve this, we work collaboratively with a number of care providers. We embrace partnership working to deliver integrated care pathways to best meet the needs of the patient.

LLR PCL is committed to a dynamic approach which is responsive to the transforming structure of the NHS. We believe that our services are both efficient and sustainable, benefitting both healthcare professionals and patients.



For our communities as well as for those who work with us, our mission is to provide:

- Patient satisfaction
- Collaborative working across all sectors and agencies
- Seamless, integrated, high quality services within the current NHS structure
- Meet local healthcare needs
- Provide local, integrated clinical governance
- Develop and enhance relationships with providers of care from a broad range of sources (primary, secondary and independent)
- Focus on staff training and development
- Improve and innovate in healthcare provision for the people of the regions we serve



WHY?

The demand for patient care and support is growing and, in some cases, out-stripping the current resources available. We believe we can relieve pressure on parts of the NHS system by re-structuring the way in which some patient services are allocated, bringing them back into local communities. In doing so, we are able to facilitate improved care and an enhanced patient experience whilst also helping to meet the demands on the system.



HOW IT BENEFITS YOU

Our service provision will always:

- Aim to provide NHS patients with better healthcare services within the community
- Aim to keep local healthcare services within the present LLR general practice providers, wherever possible
- Provide services in an integrated fashion with other NHS and non-NHS health care providers
- Support the local health economy and reinvest profits back into our healthcare community



HOW IT BENEFITS YOU

Our service provision will always:

- Provide seamless, integrated support and services for patients and healthcare system partners
- Provide a flexible and bespoke approach to support General Practice partners of all sizes and stages of development
- Embrace collaborative and partnership working to enhance relationships across all partners



Here are just some of the reasons why you should consider joining us.

PRIMARY CARE RESILIENCE

We believe there is a wealth of skill and experience available amongst our community's general practice providers, which can be of benefit to all. We want to support general practice resilience by encouraging your practice to maximise the services (above core contract) you are able to offer patients and be paid for this. We are committed to identifying the right care for patients and matching it with the right service, provided within the community by an LLR PCL provider practice.



COMPLETE INFORMATION INTEGRATION

All of our provider practices are provided with a PCL SystemOne Community Hub and so are visible to the Referral Support Service. This means that the RSS Triager is able to offer patients a choice of PCL provider practices where they can receive specialist treatment. This system is not only efficient for both the patients and the NHS, it also generates reports for payment.



TOTAL INVESTMENT IN PRIMARY CARE

As a Community Interest Company, we are run on a not-for-profit basis. This is the very cornerstone of what we do and means that all profits are re-invested for the betterment of the local healthcare community. We are constantly looking for ways in which we can help support out shareholding practices in providing better care for patients.

As an example, we have launched a £400,000 equipment fund. Our shareholding practices are able to access this fund, renting equipment at a highly competitive, less-than-market rate over a pre-agreed timescale. At the end of the lease, the practice will then be able to purchase the equipment outright for a nominal sum. This means our practices no longer have the burden of taking out expensive bank loans in order to develop their services.



STRONGER TOGETHER

LLR PCL funds and facilitates the PCL Partnership Board which is an essential forum for improving communication, conditions and care within Primary Care Networks. The 26 PCN's in our area are represented by 9 delegates who sit on the board. By co-ordinating this forum and corralling opinion, we are able to strengthen the voice of General Practice. LLR PCL now represents a significant number of shareholding practices in our region. We can use this to strengthen the voice of general practice within the Integrated Care Board.



SUPPORT FOR DEVELOPMENT

We strongly believe in making the most of what you have to offer. If you would like to become a provider practice but are concerned that you do not have the necessary qualifications or skills to offer a service, we are still keen to talk to you. We are linked to the LLR Training Hub (run by Health Education England) and can support you by helping to organise training for your team. Our equipment fund can also help you if you require additional kit to bring a service on line.



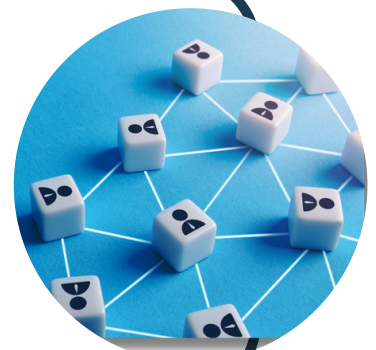
CLOSING THE CARE GAP

We are committed to supporting our NHS by looking at ways to relieve pressure in primary and secondary care. We identify opportunities in general practice which could be appropriately funded and developed so that patients can remain in their community, preventing them having to enter secondary care. Similarly we want to see patients moved out of secondary care as quickly as possible, receiving appropriate care in their local environment. LLR PCL supports the provision of better care, quicker and closer to home. We also want to ensure that our provider practices are appropriately rewarded for the care and support they offer patients. Our aim is to enhance opportunities for general practice and ultimately provide more care closer to home for patients.



CROSS-COMMUNITY RELATIONSHIPS

LLR PCL has developed deep community relationships which reach across all levels. We are able to bring people together to better serve our community. We work with charities and volunteering organisations, faith groups, local councils, diagnostic organisations as well as NHS bodies. We are able to coordinate and facilitate projects which serve the health and well-being of the people of our region. This was never better illustrated than by the Covid-19 vaccination program, where LLR PCL played a key facilitative role.



FINANCIAL MANAGEMENT & PAYROLL

Financial Management Offer:

- Qualified/part-qualified support for financial management.
- Support from transaction inputting to reporting, including:
 - Management of accounts software (Sage, Quickbooks and Xero)
 - Setting up of payments for approval by the commissioning organisation
 - Introducing processes for automated invoice approval via Teams/SharePoint
 - Month end accounting and reporting
 - VAT and corporation tax returns
 - Bank reconciliations
 - Management of accounts payables and receivables to ensure payment dates are met
 - Management of financial queries (including set up of separate mailboxes, if required)

Payroll Offer:

- CIPP accredited payroll technicians
- Experience of managing differing payment schedules (weekly/monthly) and varying contract payments (permanent, zero hours, overtime, expenses etc).
- Use of award-winning BrightPay payroll software
 - Journal mapping from software access to the accounts package of your choosing
 - Integration with HMRC and pensions, submitted on your behalf
 - Payslips and contractual letters sent directly from the system
 - Multi-reporting functionality, including variance analysis
- Option for use of Modulr payments for payroll, allowing automatic payment after payslips rather than manual payment from the bank
- Full pensions administrations offer

To discuss this further, please contact Hannah Martin,
Chief Financial Officer
hannahmartin.llrpl@nhs.net



HUMAN RESOURCES ADMINISTRATION

BREATHE HR:

- On-Line Portal:
- Support from transaction inputting to reporting, including:
 - Annual Leave
 - Expenses
 - Documentation Storage
- Employee/Line Manager/HR access
- Potential referral discount

NATWEST MENTORS:

- HR & Employment Law Experts
- Online accessible resources
- Potential referral discount

HR ADMINISTRATION:

- Recruitment - onboarding
- Support with planning Mandatory Training
- Contract reviews/suite of contracts
- Support with existing facilities, eg. Breath HR
- Team comprises of management and Administrative support

What are your HR needs and can we help?

To discuss this further, please contact Alison Young,
HR Administrator
alisonyoung.llrpcl@nhs.net



CONTRACT MANAGEMENT

Effective contract management helps organisations improve outcomes and realise maximum value from their agreements, through ensuring:

accuracy
compliance
and cost-efficiency

- LLR PCL currently manages a portfolio of 128 contracts, including both NHS and non-NHS healthcare providers.
- LLR PCL's contract management support services encompass the following key areas:

Contract Lifecycle Management (CLM): We oversee the entire contract lifecycle, from initial drafting and negotiations through to contract monitoring and renewal or termination, ensuring every contract is managed efficiently.

LLR PCL utilise a CLM software and can establish a secure cloud-based platform for all your contracts, making it easy to access, review and update important contract documents.

Compliance Management: We monitor contracts to ensure they are in line with Key Performance Indicators, activity plans and quality requirements, minimising the risk of non-compliance and providing your organisation with assurance.

Our contract management support services can be tailored to specific needs. We can work with you to explore how we can create a customised solution to enhance your contract management processes.

To discuss this further, please contact [Tasneem Mansoor](mailto:tasnee.mansoor.llrpcl@nhs.net),
Head of Contracts & Operations
tasnee.mansoor.llrpcl@nhs.net



QUALITY & PATIENT SAFETY

- User experience with MEG, an incident and risk management system to support the management of risks, incidents, compliance etc., fully configurable to the service.
- Support with clinical governance, such as:
 - Policies and procedures - standard policies and procedures for services to use and/or help to review and update existing policies
 - Clinical audits - help to design and advise on how to undertake
 - Infection Control - advice and guidance
- Compliance Management - Health and Safety facilities/sites, such as fire alarms, emergency lighting, water testing, PAT testing

Meet The Team:

- Quality and Patient Safety Lead Nurse - 15 years experience of nursing various roles, with 10 years working within Primary Care
- Compliance Manager - specialising in risk assessments such as fire, legionells etc. Site Management and compliance with Health and Safety. Experience of managing compliance in large sites.
- Quality Assistant - responsibilities include assisting with clinical audit role out, admin support, undertaking a patient voice survey to ensure our services are of a high standard to patients and to allow them to voice their thoughts and opinions about our services.

To discuss this further, please contact Sarah Mabbott,
Quality & Patient Safety Lead Nurse
sarahmabbott.llrpcl@nhs.net



PATIENT CONTACT HUB

1.3 million forms of contact with patients (text, letter, phone calls)

- Set-up at the start of the Covid-19 Vaccination Programme, the Central Booking Team (CBT) is equipped to contact large cohorts of patients via text, letter and with both in and outbound phone lines.
- The CBT consists of a Service Manager and can flex its team size depending on service needs. There is currently a team of 5 administrators.
- The CBT already has Data Sharing Agreements in place with all LLR PCNs as well as trained SystemOne access.
- Can mobilise and train quickly for anything it is required to do in terms of inbound and outbound contact of patients, from small to large cohorts.

Made 90,000 outbound calls and received over 25,000 inbound calls

- The CBT has supported 5 Covid-19 Vaccination campaigns, Flu Vaccinations and ensures that General Practice and PCN clinics have been filled for Smear Tests, Asthma reviews. It also contacts and plans housebound visits for General Practice and Community Pharmacists.
- The CBT can provide an inbound patient help and advice line to clear call waiting queues at practice level as well as be a direct point of contact for all cohorts of patients. This releases practice administration time.
- The CBT can flex its opening hours as well as provide a call divert function for practices and services.
- The CBT is costed to suit requirements and can make considerable savings against recruiting and training new staff.

To discuss this further, please contact Luke Craig,
Central Booking Team Manager
lukecraig.llrpcl@nhs.net

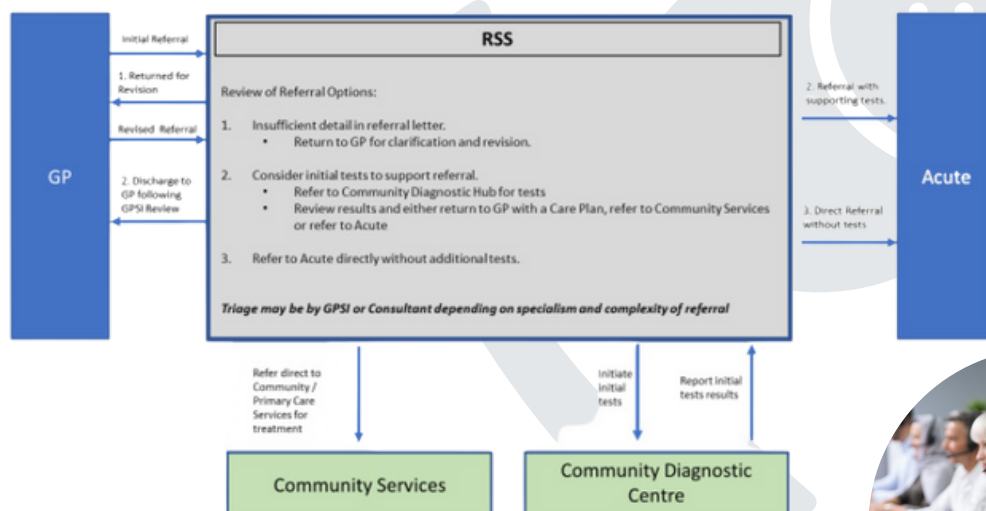


REFERRAL SUPPORT SERVICE

Our innovative Referral Support Solution saved the LLR Healthcare System £4m in 2023/24 by getting patients to the right place first time.

- The Referral Support Service was introduced in 2019 to reduce secondary care waiting times, enable patients to access the correct parts of clinical pathways first time, monitor clinical variation, provide peer review for referrers and manage capacity and demand.
- Initially the service was run as a pilot programme and has been extremely successful.
- The Referral Support Service currently covers four specialities: MSK, ENT, Dermatology and General Surgery.
- We work with secondary care clinicians to identify appropriate pathways that can be delivered in community/primary care settings. The Covid-19 Pandemic enabled the increase of scope and scale of the service, which led to secondary waiting times being better managed.
- LLR Patient Care Locally is responsible for providing the administrative function for the service through the Patient Contact Hub team.
- The administrative function follows the NHS Patient Choice agenda by offering patients a choice of appointments at suitable times, dates and locations.

Model for referral process to Acute from Primary Care



To discuss this solution further, please contact Danah Cadman, Chief Executive Officer danahcadman.llrpcl@nhs.net



ROVING HEALTHCARE UNITS

As part of the LLR response to the Covid-19 pandemic, LLR PCL invested in two mobile vaccination vehicles to support the vaccination of the region's harder-to-reach groups. Vehicles three and four are currently in the preparation stages.

- The vehicles have been supporting Leicester, Leicestershire and Rutland and have recently started to support Northampton ICB with their various immunisation and vaccination campaigns, such as Covid and MMR.
- As part of the vaccination programme, LLR PCL has built extensive community relationships which have enabled the vehicles to be situated in locations which enjoy the biggest footfall.
- We work with ICBs to identify areas of low uptake and will use our marketing partners to develop materials to encourage vaccination uptake.
- Each vehicle is supplied with a specially trained Vehicle Manager who is responsible for ensuring the vehicle is set up correctly.
- LLR PCL are eager to support providers in the community, such as Primary Care Networks, GP Practices, Councils and Community & Voluntary sector organisations. We are also happy to support community events.

How did you hear about the clinic today?

● Poster /Leaflet	3
● Text	8
● Passing	60
● Recommended	53
● Social Media	153
● Other	7
● GP	0

This is very convenient.

Much easier to come here!

Very glad you're here!

Thank you for everything that you are doing.

What a good idea!

I only came here for milk!

Thank you

This is a great idea

To discuss this further, please contact Theresa Deevey-Ryan
Inequalities Operations Manager,
theresa.llrpcl@nhs.net



ENHANCED ACCESS SERVICE

LLR PCL CIC formed an alliance with Derbyshire Healthcare United CIC and Phoenix Healthcare Partnership to deliver Enhanced Access Services to Melton, Syston and Vale, and Rutland Care Networks.

Our service provides a variety of appointment types, such as face-to-face and/or telephone, to meet your requirements. Our service can cover Monday - Friday, 18.30 - 20.00 and Saturday 09.00 - 17.00. We can also provide appointments on Bank Holidays and key holiday dates, such as Christmas and Easter.

Our Patient Contact Hub provides a telephone call centre provision so that patients can book and re-book appointments. This avoids the need for patients to contact their registered GP Practice.

We can also support GP Practice, Primary Care Networks and the wider healthcare system with bulk contacting of patients, inviting them for routine appointments, such as vaccinations. Similarly we are also able to deal with smaller patient cohorts.

Patients are contacted a minimum of three times via telephone. We can follow up with SMS and email contact. Our service can free up administrative capacity or provide resilience support.

The service can provide a variety of clinical appointments to meet your requirements. We are currently providing appointments such as:

- Phlebotomy
- Cervical Cytology
- Covid Vaccinations
- Minor Illness
- Long Term Conditions
- Structured Medication

To discuss this further, please contact Hannah Martin,
Chief Financial Officer,
hannahmartin.llrpcl@nhs.net



ENHANCED ACCESS SERVICE

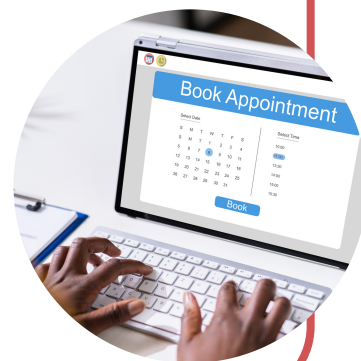
All our clinical staff working in the Enhanced Access Service have been on-boarded following the Derbyshire Healthcare United Human Resources and compliance procedures. All staff are comfortable with using the SystemOne clinical system.

Clinical staff that we can provide are:

- Healthcare Assistants
- Practice Nurses
- Clinical Pharmacists
- Advanced Practitioners
- Nurse Practitioners
- GP

We are able to provide Site Managers who are trained to operationally manage the site from which the service is delivered. This involves opening and closing the site and dealing with any on-the-day operational issues.

To discuss this further, please contact either
Jake Cooke
Business Development Manager
jakecooke.llrpcl@nhs.net
or
Aaron Showler
Enhanced Access Operations Manager
aaron.llrpcl@nhs.net



If you would like to work with us or discuss how your Practice might benefit from becoming an LLR Patient Care Locally shareholder, please get in touch. The most relevant member of staff will contact you.



info.llrpcl@nhs.net



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