

'Making a Mark'

Mark Holder Social Impact Declaration

Devon Doctors Ltd

Devon Doctors Ltd and its subsidiaries Access Health and Access Dental are social enterprises. We exist to benefit the communities we serve. We're run by healthcare professionals, owned by GP practices, and don't have any stakeholders. Any profits we might make are used to improve our services.

We are commissioned by North East and West Devon Clinical Commissioning Group and South Devon and Torbay Clinical Commissioning Group to provide the NHS's urgent out-of-hours service across Devon.



The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **Devon Doctors** is Making a Mark, striving to make a difference to local communities:

Social inputs – benefiting the communities we serve

We are a social enterprise, run to benefit the communities we serve. We have no shareholders, rather profits are reinvested into the service for the benefit of patients.

Devon Doctors is owned by all of Devon's GP practices, who elect GPs to represent their area on our board of directors. As owners of our organisation, the practices have a direct influence over the service we provide, ensuring better continuity between in-hours and out-of-hours primary care.

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Social outputs – providing out of hours urgent care

Our urgent out-of-hours care service is available to more than **1 million people** [1,135,700 mid-2014 estimate].

In 2015-16, more than **150,000 calls** [152,949] came to Devon Doctors via the NHS111 service. Of these calls:



- 54% resulted in a GP giving advice over the phone
- 34% resulted in the patient visiting one of our treatment centres
- 11% resulted in a Devon Doctors' GP visiting the patient at home

We utilise surplus funds to put on additional clinical shifts above and beyond its commissioned service level. While this does not equate to a fixed percentage of surplus / turnover, in 2015-16 Devon Doctors invested in the region of **£80,000-£100,000** on extra shifts in support of patient care across the county.

In addition, we also support a charity each year. In 2015-16, we raised over **£15,000** in support of Tibetan earthquake victims.

Social outcomes – patient satisfaction

We take the quality of our service very seriously. During 2014-15, we completed over 13,000 audits on our work. The most recent Ipsos Mori survey of out-of-hours GP services recognised Devon Doctors as one of the country's leading providers of out-of-hours [OOH] GP care.

Across Devon:

- **87%** of those surveyed said they had confidence and trust in their clinician – the highest figure in the south of England
- **71%** said the time it took to receive care from Devon Doctors was 'about right', compared with under 60% across the country as a whole
- **85%** said it was 'easy' to contact the OOH service, as opposed to 74.5% nationwide

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