



THE SOCIAL ENTERPRISE MARK  
TRADING FOR PEOPLE AND PLANET

## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### DHU Health Care CIC

DHU Health Care CIC provides NHS Out-of-Hours primary care services across Derbyshire and Leicestershire. Through our subsidiary DHU 111 (East Midlands) CIC, we also operate the NHS 111 service for Derbyshire, Nottinghamshire, Northamptonshire, Milton Keynes, Lincolnshire, Leicestershire, Leicester and Rutland, which is available 24/7.



We believe that patients deserve good quality treatment in a caring and safe environment. Working in partnership with the NHS, local government and other organisations, we are a leading provider of healthcare, with a well-established and quality portfolio of services. We continually review our clinical services and internal processes to improve the delivery of the services we provide, to ensure appropriate clinical staffing provision to meet the needs of the significant increase in patients accessing our services.

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 **DHU** is Making a Mark, striving to create a positive impact on people and planet.

#### Social inputs -

Out of hours services operate when GP surgeries are closed, including weekends and bank holidays.

Email: [dhu.enquiries@nhs.net](mailto:dhu.enquiries@nhs.net)

Website: <http://www.derbyshirehealthunited.com/>

Phone: 0300 1000 404



We also provide the NHS111 service for the East Midlands, along with the evening/overnight District Nursing service for Derbyshire. Integration of the three services has allowed us to improve the patient journey encompassing a multidisciplinary approach to ensure referral to the appropriate healthcare professional.

## Social outputs – key performance indicators

During 2016, **105,624** patients attended an appointment in one of our Primary Care Centres (PCC) and were assessed and treated by one of our many General Practitioners (GP) and Advanced Nurse Practitioners (ANP). In addition, our clinicians have also visited **26,765** patients in their own homes, Nursing, Residential Homes or Community Hospitals across the county. Our GP's and ANP's have also undertaken **80,892** consultations over the telephone.



During 2016, 93.7% of all urgent walk-in patients were seen within 1 hour of arrival and 97.9% for all routine walk-in patients were seen within 2 hours of arrival, against a target of 95% for National Quality Standard requirements.

## Social outcomes – driving service improvements

Comments from the [Care Quality Commission independent review of our services](#) (October 2016) included:

*"The provider undertook continuous engagement with patients to gather feedback.... Changes were made to the way it delivered services as a consequence of this feedback."*

*"It had a clear vision with quality and safety as its top priority. The service was responsive to feedback and used performance information proactively to drive service improvements."*

On average, 83% of patients surveyed in our Friends and Family Test said they would recommend the service they had received to friends and family.

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