



## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### Herts Urgent Care (HUC)

HUC is a social enterprise, providing high quality integrated Urgent Healthcare and GP services to nearly 3 million people across a range of counties, including Hertfordshire, Peterborough Cambridgeshire, Bedfordshire and Essex.



We have easily accessible Primary Care Centres across the counties for our patients, but where patients are unable to access our centres, our mobile GPs are supported by drivers in fully equipped 4x4 vehicles to undertake home visits.

Social purpose is at the very heart of what we do, and the profits we make are reinvested towards achieving that purpose.

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

#### Providing easy access to urgent and emergency care

We have launched three Integrated Urgent Care (IUC) services over the last 12 months, which included some unusually short mobilisation periods (3 months).

Email: [communications@hertsurgentcare.nhs.uk](mailto:communications@hertsurgentcare.nhs.uk)  
Website: [www.hucweb.co.uk/](http://www.hucweb.co.uk/)  
Phone: 08445 606 606





The IUC model championed by HUC includes both Out of Hours and NHS111 services as well as access to a Clinical Advisory Service. This gives patients quicker and easier access to urgent and emergency care. Getting healthcare advice is designed to be a smooth experience in a safe and joined up service.

## Patient experience and satisfaction

Our in-house Patient Experience team manage all patient feedback received through a variety of channels, including Friends and Family feedback forms, online, and via letter or phone.

Positive patient feedback received over the last six months includes:

*"They probably saved my life."*

*"The lady at 111 could not have been more helpful."*

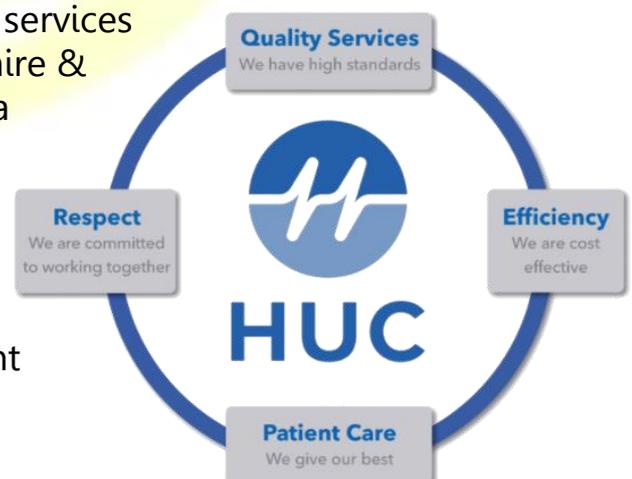
*"Superb care. Appointment made via 111 - all my information already on file as I arrived. Seen within 30 minutes. Excellent GP - helpful, informative and medication prescribed. All I needed and all done efficiently and very pleasantly. Top marks!"*

## Reinvesting profits to provide enhanced services

Reinvesting our income has helped us to grow considerably within the last 12 months, with the launch of our three integrated urgent care services across Luton & Bedfordshire, Cambridgeshire & Peterborough as well as Hertfordshire. As a result, we are now providing services to a population of 3 million patients.

We have invested in an enhanced service integrated urgent care services, which provide a seamless and high-quality patient experience in line with our values:

### Our Values



Email: [communications@hertsurgentcare.nhs.uk](mailto:communications@hertsurgentcare.nhs.uk)

Website: [www.hucweb.co.uk/](http://www.hucweb.co.uk/)

Phone: 08445 606 606

