

'Making a Mark'

Mark Holder Social Impact Declaration

Cumbria Health on Call

Cumbria Health on Call (CHoC) delivers high quality primary care services to 500,000 residents in Cumbria and any temporary residents visiting the county.

This service is free at point of access. CHoC is a not for profit entity and is commissioned by the NHS, therefore the allocated budget is set at an amount to enable us to deliver the service.



Cumbria has 24 specific communities that are in the 10% most deprived in England and Wales, of which 7 are in the worst 3%. CHoC has a team of GPs, triage nurses, nurse practitioners and pharmacists. There are twelve fully equipped vehicles on the road to meet the challenges of providing care to a rural community and also a remote prison.

In 2015 CHoC took on the contract for Glenridding Health Centre, a rural GP practice in the Lake District. In 2017, the centre received a rating of 'Outstanding' from the Care Quality Commission.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide at least three 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **Cumbria Health on Call** is Making a Mark, striving to create a positive impact on people and planet.

Website: www.choctd.co.uk/

Phone: 01228 514830

Delivering out-of-hours primary care services

We provide out of hours and in hours primary health care to the population of Cumbria (approx. 500,000) plus all tourists and visitors to the county.

As an Out of Hours (OOH) organisation we are open to all communities and try to ensure that we are as accessible as we can possibly be.

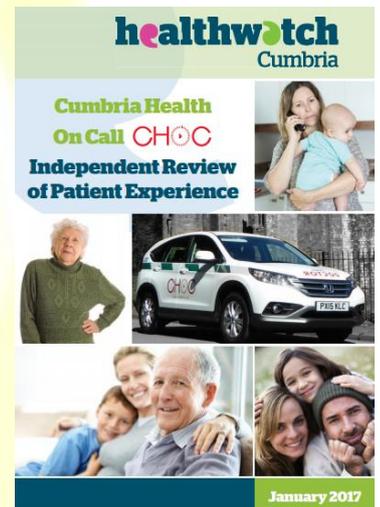
In October 2015, 111 became the main point of contact for patients during the out of hours period in Cumbria; to ensure that vulnerable groups were not disadvantaged by this change in service, we implemented a separate number specifically designed to take direct calls from vulnerable patient groups to ensure that they continued to receive fast access to primary medical services when they need it.

Measuring benefits created for patients

We measure the benefit of our service through patient feedback. We have a public facing [website](#) open to all for this purpose, where all reviews are published.

Healthwatch Cumbria, an independent patient advice and advocacy service, undertook a [review](#) of CHOc, the results of which were published in 2017.

Glenridding Health Centre is also benchmarked at national level via the [GP Patient Survey](#).



Our service is rated 'outstanding' by the CQC

In 2017 the CQC rated the out of hours service that CHOc provides as 'Outstanding'; we were the first OOH in the country to receive this rating. The full report can be found on the [CQC website](#).

Later in 2017, Glenridding Health Centre also received an Outstanding rating from the CQC; the full report can be found [here](#).

Inspected and rated

Outstanding



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