

'Making a Mark'

Mark Holder Social Impact Declaration

East Lancashire Medical Services

East Lancashire Medical Service (ELMS) is a social enterprise, underpinning and supporting local primary care by delivering urgent and out of hours services 365 days a year.

We provide primary care services to patients in Pennine Lancashire, ranging from GP practice appointments to urgent care.



Our overall aim is to improve the health and the healthcare experiences of people in our local community. We also offer services to improve, benefit and assist, the daily working lives of doctors and other healthcare professionals in the area and contribute to making the area more attractive to those looking for Healthcare employment opportunities.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **East Lancashire Medical Services** is Making a Mark, striving to create a positive impact on people and planet.

Social inputs – delivering out of hours patient care

East Lancashire is an area of high deprivation and we are working towards better educating patients about Healthcare matters and the services best suited to manage their healthcare needs.

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Our key aims are to:

- increase and improve access to services
- reduce isolation for elderly and vulnerable patients
- keep patients out of hospital where medically practicable, thereby keeping families together
- offer employment to Healthcare professionals and non-clinical staff in the area

We also actively look to provide our workforce with a range of support services to assist them in their work life balance and offer additional benefits which may help them address any issues of concern outside the workplace.

Improving healthcare experiences in the community

In recent years we have embarked on pilot schemes and trials, in order to improve healthcare experiences in the local community, which have in many cases required financial support from the organisation to get the initial schemes off the ground. For example:

- The Acute Visiting Service (AVS) for local GP Practices, offering acute visits to Primary Care patients to minimise the risk of unnecessary hospital admissions and free up GP surgery time
- Over 75's scheme, delivered by a dedicated team of healthcare professionals. The overarching objective of is to improve health and reduce incapacity in those aged over 75
- We provide facilities to accommodate GP registrars working alongside GP trainers in the Out of Hours setting during their training programme

Benefits created as a result of support provided

- The community has benefited from improved and additional services, reduced social isolation, fewer unnecessary hospital admissions and better health outcomes
- Improved communication between individuals and services for the benefit of patients in the area
- Individuals have upskilled and developed their learning and knowledge along with expanding their roles in a variety of areas

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