

'Making a Mark'

Mark Holder Social Impact Declaration

Inclusion Healthcare Social Enterprise CIC

Inclusion Healthcare provides a full range of primary care services to vulnerable groups in Leicester. We aim to improve the health and wellbeing of the homeless and other marginalised groups of people through the delivery of responsive and high-quality healthcare services.



As a viable social enterprise, we invest in the continued development of our unique and innovative services, working in close partnership with our partners, staff, service users and other stakeholders.

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

Providing primary care for vulnerable people

We provide healthcare services to the homeless and other vulnerable groups in Leicester, through two main practices and a clinic in a homeless day centre. We work to address the healthcare needs of this population through our specialist services.

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Approximately 3,000 patients a year benefit from our primary care services.

We have also been awarded a contract for a recovery hub service for the homeless.

Providing a place of safety and support

We aim to be a place of safety and support for our service users so they feel comfortable accessing healthcare services. As a specialist service, we are able to provide our service users more time and address the specific healthcare problems of this population.

We gather feedback from service users through surveys, example below:

"The team at Inclusion really helped me with the medication I needed and were also very supportive. Every member of staff is polite, and they have always been there for me. If anyone I know is homeless and needs a GP I gladly pass them Inclusion's contact details."

Helping to reduce isolation and improve wellbeing

Together with partner organisations, we applied for a small grant to purchase some bicycles to donate to patients living in a hostel on the edge of town. The hostel provides accommodation for asylum seekers; all single adults who are at various stages of a complex asylum system.

Having access to these bikes gives the patients a greater sense of independence, helps to reduce their isolation and improve physical and mental wellbeing.



We also administer a Communities Fund, which allows us to invest small amounts of money in support of those that need it. Often these are things most of us take for granted, but make a huge difference for our patients and service users. For example, we have bought socks, sleeping bags, shoes and even a Tens Machine for an expectant mother.

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