‘Making a Mark’

Mark Holder Social Impact Declaration

Urgent Health UK

Urgent Health UK (UHUK) is a federation of social enterprise unscheduled primary and community healthcare providers, which are committed to providing the highest quality of care for patients.

Our collective vision is to *“be the pre-eminent national provider of urgent primary care services, delivering value for money services of the highest quality and ensuring that every Commissioner has the option of commissioning a social enterprise provider”.*

Through our members we are the largest player in the medical out-of-hours services market and provide many other unscheduled care services. We also validate the quality of care of each member organisation by requiring them to participate in an annual external audit. Results are shared with members to encourage and promote best practice.

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

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Improving urgent healthcare services

- Higher quality and safety of urgent primary healthcare services
- Optimum design of integrated urgent healthcare services
- Better cost efficiency of social enterprise urgent primary healthcare services
- Solution to problems which puts the above services at risk

Examples of key activities

- Quality audit and benchmarking of services provided by members
- Provision of workshops and a conference, providing education and training leading to service improvement in member organisations
- Provision of a purchasing consortium to allow members to buy goods and services more cost effectively
- Worked with NHS England and others on the technical specification for integrated urgent care services in England
- Worked with NHS England, HMRC and others on issues which put services at risk
- Highlighted issues in the media through press releases and interviews

Example social outcomes of key activities

- Ongoing smooth transition to a new integrated urgent care system for the benefit of the general public
- Prevented the collapse of out-of-hours medical services by encouraging NHS England to fund first winter schemes and more recently to introduce state funded GP indemnity from 2019
- Year on year reduction in service delivery costs by member organisations

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