



**SOCIAL ENTERPRISE GOLD MARK**  
ACCREDITED FOR BUSINESS EXCELLENCE

# 'Making a Mark'

## Gold Mark Holder Social Impact Declaration

### Integrated Care 24

Integrated Care 24 (IC24) is a leading social enterprise, which provides high quality integrated urgent care across Kent, Surrey, Sussex, Essex, Norfolk and Northamptonshire.

We provide innovative health and social care services to around 7.2 million patients.



We are committed to providing our patients with high quality services and as we have no shareholders, any surplus is invested back into our frontline services and the organisation, ensuring that our patients receive the highest standards of care possible.



In 2018, we were awarded the Social Enterprise Gold Mark for the fourth year, in recognition of our social enterprise excellence.

We are passionate about making a difference to our patients, people and partners. The Social Enterprise Gold Mark helps us achieve this by benchmarking and acting on these important aspects of our business.

The Social Enterprise Gold 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 **IC24** is Making a Mark, striving to create a positive impact on people and planet:

Email: [info@ic24.nhs.uk](mailto:info@ic24.nhs.uk)  
Website: <https://ic24.org.uk/>  
Phone: 01233 505450



## Ensuring access to help when patients need it

We provide urgent primary care services on a 24/7 basis, ensuring that no matter what time of the day or night, patients can access help when they need it.

We provide NHS 111 and out of hours GP led services to a geography of 7.2 million patients. We are actively involved in not just the provision of the service but its development too, acting as a beta-testing site for NHS England, and developing new and innovative ways to deliver our service. Any surplus we make is directed back into service provision.

## Working in partnership for added value

We have formed partnerships with other health authorities and charities whose work is relevant to the services we provide.

For example, in October 2017 we held a flu vaccination clinic for the homeless population within Eastbourne. The homeless community form a large section of our patient base at our walk-in centre in Eastbourne so this initiative served a dual purpose of most importantly supporting a vulnerable group in society, but also reducing demand on our services.



## Beneficiaries of services provided

Groups that benefit from our services range from those who benefit directly, such as homeless populations who can access GP provision via our walk-in centres, to those who benefit indirectly, such as A&E departments, whose attendance figures can reduce by patients contacting 111 first for advice, rather than seeing A&E as the first port of call.

We also operate apprenticeship and bursary schemes for our staff, and also aspire to develop and support the wider health economies in the areas we serve. For example, we host medical students on placements from local universities, so they can shadow our staff and get an understanding of how 111 and out of hours primary care fits into the wider health provisions.

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