

'Making a Mark'

Mark Holder Social Impact Declaration

London Central & West Unscheduled Care Collaborative (LCW UCC)

LCW UCC is a GP-led organisation, commissioned by NHS Primary Care Trusts to provide urgent care services to 800,000 patients in Brent, Hammersmith & Fulham, Kensington & Chelsea and Westminster.

Operating on a not-for-profit basis, we provide a range of out-of-hours medical and urgent care services from a variety of locations, including the new centres for health in Hammersmith and Charing Cross Hospitals. All income is spent on providing and improving our services to patients.



It is our vision to be a high quality unscheduled care provider who leads innovation in service redesign to continually improve access and choice for patients in our community.

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

Reducing pressure on NHS services

The key objective for the healthcare services we deliver is to avoid hospital admissions in the communities which we serve.

Email: info@lcw.nhs.uk
Website: www.lcwucc.com/
Phone: 020 8962 7713

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This has the consequent benefit of reducing the pressure on A&E Hospital Departments and the beds and other resources of Hospital Trusts.

We seek to achieve this objective through enhanced and user-friendly accessibility to our services. For example, our NHS 111 call triage service handles 16 million calls per annum and is viewed as the technology platform from which digital services are being developed.

Leading the way in innovative services

We are a leading provider of digital services, which are now gaining significant patient support and are publicly backed by the Secretary of State for Health, as the NHS seeks to meet the ever-increasing demand for its services through the addition of more service delivery channels.

We are at the forefront of an innovation being commissioned by NHS England to partner with Babylon the GP Digital App provider. This initiative, using artificial intelligence algorithms, has the potential to substantially increase the available clinical capacity of the NHS at a marginal cost with benefit to everyone through improved access to services.



Increased patient satisfaction

Through our involvement in integrated primary care healthcare services, we are at the forefront of developing improved access and early clinical intervention to improve early diagnosis to the benefit of the patient.

The services we provide can and do save lives, and we are always prepared to go the extra mile for the patient, through responsiveness to their needs and designing services that are delivered with their needs at the forefront of our thinking.

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