

'Making a Mark'

Mark Holder Social Impact Declaration

Invicta Health CIC

Invicta Health CIC is a federation of General Practitioners working in East Kent, which are committed to working with practices and healthcare organisations to provide a community-based response to the constantly changing NHS environment

Our aim is to provide local, high quality services for local people by collaborating with other established organisations in the health and social care community.

We provide integrated services with local practices, the acute and community trusts, the ambulance trust and other organisations. We now have 41 member practices covering over 400,000 patients

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

Embedding values to reflect social improvements

We aim to provide holistic support and care to manage the wider needs of our patients. We work with multiple agencies to address patient/client needs and have devised our values and behaviours to reflect

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social improvement/benefits through:

- putting people first
- being honest & fair
- always striving for excellence



In the past 3 years we have sought to uphold traditional values of general practice, raise standards of care wherever possible, and to encourage and support individual shareholder practices to develop services. In addition, we have also sought to work with other health care providers on collaborative projects where this may benefit shareholders and patients.

Examples of services provided

- **Improving GP services** - taken over two GP practices in Thanet with a view to improving the GP provision within the area
- **Introduction of a Primary Care Mental Health Service** - developed from a pilot scheme to support patients in transition from secondary mental health care
- **Working with an Alliance to provide Urgent Treatment Centres** - providing urgent care services to ambulatory patients attending the acute sites
- **Offering Clear Desk Solutions©** - provision of a remote GP service, enabling practices to delegate routine admin tasks

Creating social value through improved services

From 1st January – 31st March 2020, our Primary Care Mental Health team received 698 referrals from East Kent practices. As at 31st March 2020 we are now enabling 1,022 clients across East Kent to access these services.

Individuals and our community have benefitted from the above by receiving improved, better managed GP services, a more widely accessible mental health provision and soon, more widely available Urgent Treatment Centres. All profits from the organisation are put back into service delivery, which supports general practices with challenging patient demands and supports staff training and development.

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