



## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### BrisDoc

BrisDoc provides out of hours healthcare services on behalf of the NHS in Bristol, North Somerset & South Gloucestershire.

BrisDoc has its roots firmly in the local NHS health economy and continues to be owned and run by its workforce, most of whom live and work in the communities we serve.

Our primary purpose is "patient care by people who care" and any surpluses achieved have been largely re-invested in developing services in the local community for the NHS. We are innovative, flexible and always look for ways to improve and develop our patient led services.

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

#### Reducing healthcare inequalities

BrisDoc provides urgent care to a population of 1 million people, across urban, rural and deprived areas in Bristol, North Somerset and South Gloucestershire (BNSSG).

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Our aim is to reduce healthcare inequalities and provide safe and effective care to our community 24/7, meeting the standards expected by the NHS and delivering all services free at the point of contact to citizens within BNSSG.

We provide services for the most vulnerable groups in our community, serving citizens who may be homeless; sex-workers; asylum seekers; addictions; and ethnic groups through three inner-city practices.

## Measures of support provided

BrisDoc serves one patient nearly every minute:

- through NHS111 (over 300,000 patient calls)
- through telephone advice lines and clinics (over 100,000 consultations)
- via our practice based and walk in services (circa 200,000 patient care episodes)

Patient satisfaction has been consistently high and the [CQC](#) rate our services as good or outstanding.



## Investing in community projects

A key strand of our social commitment is our Community Fund (for social investment). This is operated by staff members with a remit to invest in community projects that support health and wellbeing.

The Fund works closely with VCSE sector and invests both funds and workforce volunteers to support many charities which are serving the most vulnerable in our community.

Over £0.5million has been invested in community projects, including refurbishment of homes in Bristol to provide accommodation for otherwise homeless families/individuals, and investment in Bridges for Communities, helping with the integration of asylum seekers in our community.

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