



SOCIAL ENTERPRISE GOLD MARK
ACCREDITED FOR BUSINESS EXCELLENCE

'Making a Mark'

Mark Holder Social Impact Declaration

Thanet Health CIC

Thanet Health CIC works to the motto 'Everyone together for a healthier Thanet'. We aim to deliver superior quality integrated healthcare for people who live and work in Thanet, preferably by people of or affiliated with Thanet.



We deliver the best possible outcomes for Thanet patients by facilitating and fostering partnerships with health and social care professionals, commissioners, Thanet communities, learning institutions and other stakeholders.

We are committed to building resilient and resourceful communities to support improved wellbeing. We do this by innovating to meet the needs of our communities, influencing policy and acting as a positive force for change.

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

Improving access to better healthcare

We provide services in an area which has some of the highest deprivation indices in England. As such, it is imperative that these

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services contribute to improving the health and wellbeing of local patients, and by so doing reduce health inequalities and address some elements of social need.

One of the by-products of our services is that they reduce the pressure on local GP practices by shifting demand from those practices to our services. This also improves access to routine GP services as capacity in those services is freed up to see patients whose needs are most appropriately met in primary care.

Examples of healthcare services provided

The below projects are in place to achieve our aims:

- **Complex Acute Response Team** – provides community-based care for patients with complex health needs who are at risk of admission to hospital but can be cared for in the community with appropriate care from a multidisciplinary team.
- **Urgent Treatment Centre** – provides urgent minor illness and minor injury services. Patients would previously have been seen in A&E. For the period Jan-June 2021 we have seen 21,000 patients in this service.
- **Home Visiting Service** – takes referrals from local GP practices for patients in the community who require a home visit.
- **Extended Access** – provides routine primary care services at the weekends and Friday evening. This service has increased the routine GP appointment capacity in Thanet.

Reducing pressure and costs for the NHS

Without our services, there would be less routine GP appointment capacity in the local primary care system. For example, during 2020/21, our Extended Access service provided 26,500 additional routine appointments for local patients.

In 2020, our Home Visiting Service was able to undertake 2,486 home visits to patients, which resulted in a financial saving of £228,526 for local Practices (based on average GP locum costs which would have been required to deal with the home visits).

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