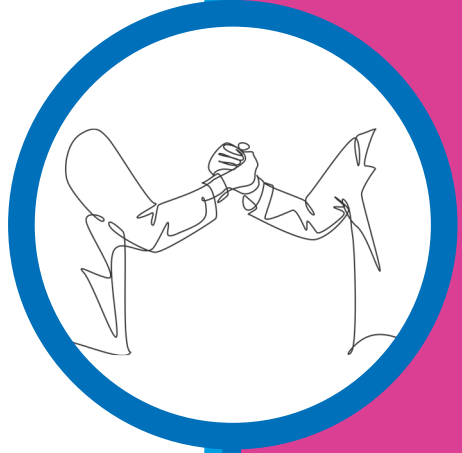


Local Care Direct
Social Impact
Report
2022-23



Making a difference

an introduction from our Chief Executive



Welcome to the second Local Care Direct Social Impact Report, which we are incredibly pleased to share with you.

As a Social Enterprise with a clear mission to care for the people in the communities we work in, we are delighted to share our aspirations, efforts and achievements with you in this report. It feels that it has never been more important to support each other, and our patients' and colleagues' health and wellbeing is a key driver of all that we do.

This year, our Health and Wellbeing Strategy has focused on mental health support: we have updated our processes and tools to help colleagues have supportive conversations about their mental health, and several employees have trained to become Mental Health First Aiders, with a lot of interest from people across the organisation to attend the next course this summer.

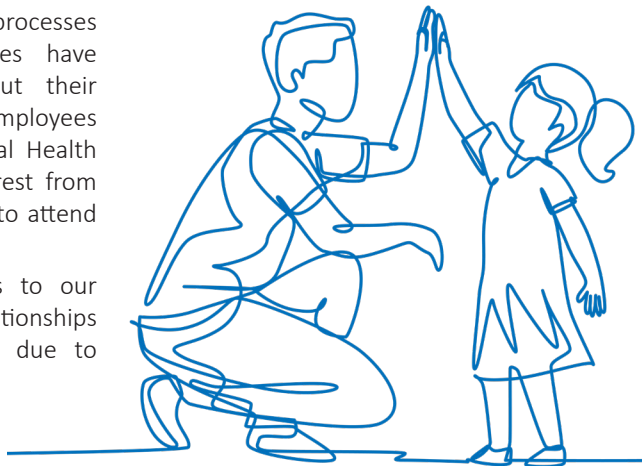
One element that contributes to our health and wellbeing is our relationships and after a three-year break due to

Covid, it was great to hold our Annual Awards face to face again. We celebrated some wonderful achievements and contributions, and it was so lovely to be in a room together after so long.

As you read the report you will see the progress of our Community Fund contributions to local charities, it's just amazing to see the difference that the charities have made to those in need – we are so proud to support them all.

Next year is Local Care Direct's 20th anniversary year and ahead of that we are delighted to have launched a review of our values as we develop our LCD Way. All staff and stakeholders will have the opportunity to influence the work and I look forward to sharing more in the coming months.

Kind regards
Helen Carr
Chief Executive



Contents

How we make an impact	3
A spotlight on CMDU	5
What our patients tell us	7
Reviewing feedback	8
Our safeguarding responsibility.....	9
Encouraging local communities.....	10
Upskilling our people	11
Celebrating at our annual awards	13
Supporting our people.....	15
Supporting local communities.....	17
Feedback from the Local Care Direct Health and Wellbeing Fund	19
Focusing on our green plan	21



What is social impact reporting

We've created this report to share information about how our actions, services and performance impact the people affected by Local Care Direct, from our colleagues to the communities we serve.

As our organisation continues to mature, we will look to develop robust Social Impact Assessments. If you would like to know more about Local Care Direct, please email our communications and engagement team at info@lcdwestyorks.nhs.uk

"I had phone consultation, as usual out of hours doc ring you bk caller with held. My phone was set to silence with held numbers but forgot. Docs rang 3 times before I realised. I was panicking thinking they'll never ring me bk. I eventually managed to reverse it when somebody rang me to ask if everything was okay. They tried to ring my land line ...I walk with crutches in my house also have a recliner chair which takes ages to get my feet down by the time I got to my house phone they had rung off. It was so good of them to keep trying to get through and to make sure I was ok! I really really appreciated that and couldn't thank them enough for trying to reach me."

Local Care Direct Patient feedback

How we make an impact

supporting people with our services

Between 1 April 2022 and 31 March 2023, 715,922 patient cases came through our services, which we provide to a population of 5.4 million across Yorkshire and the Humber*. We provide 21 services that are in place to ensure people in our communities can receive the right advice, care and support in the right place and as close to home as possible. The following information details the services we provide.

What is Urgent Primary Care?

Urgent primary care helps patients who have an illness or injury that requires urgent attention but is not a life-threatening situation.

West Yorkshire Urgent Care service

Our service operates when General Practices are closed, providing care via remote clinical triage and consultations, face to face consultations in our network of local primary care centres, and home visits.

24/7 Urgent Dental Clinical Assessment and Booking service

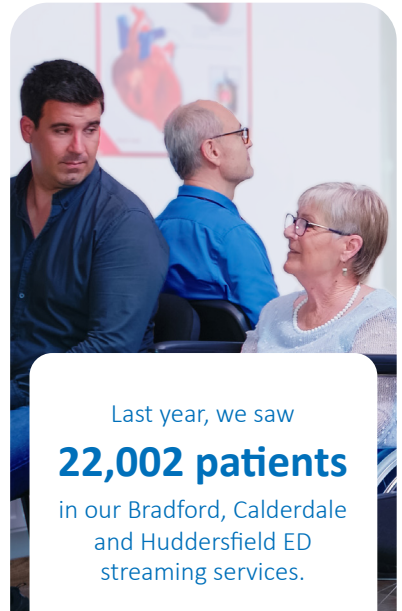
To help patients experiencing urgent dental issues, our colleagues provide remote clinical triage and book patients into urgent dental appointments across Yorkshire and the Humber. Last year, we answered 156,916 calls from patients and responded to an additional 112,961 cases from NHS111.

Local walk-in services

We provide the walk-in service at King Street in Wakefield, as well as Leeds' St Georges and Wharfedale Hospital Urgent Treatment Centres (UTCs). These are nurse-led services that treated 86,788 patients last year, 99% of whom were seen within four hours after booking in with our receptionists. We also help deliver the Pontefract Urgent Treatment Centre.

Emergency Departments support services

We provide on-site support to Emergency Departments (ED) in Bradford, Calderdale and Huddersfield to help them with patients who attend with a primary care need. Leeds Emergency Departments can also refer people into our UTCs.



Last year, we saw

22,002 patients

in our Bradford, Calderdale and Huddersfield ED streaming services.

Working in partnership

In addition to our 21 services, we also support our partners in the Integrated Care System. Leeds Confederation provides the Children's Ambulatory Paediatric Service at St Georges. To help our partners and patients using this service, we provide receptionist cover and medication supplies.



Routine primary care

We helped patients access routine primary care 22,171 times by working with colleagues in General Practices. We do this by helping them deliver their extended access in the evenings and weekends, as well as providing daytime cover during emergencies and training.

Supporting people with Covid

Our joint Covid Medicine Delivery Unit (CMDU), which is delivered with Trusts across West Yorkshire, pro-actively supports clinically vulnerable people with Covid. After triaging and assessing their eligibility, patients can access medication that will reduce their chance of needing hospital care.

Supporting NHS111 24/7

Patients who call NHS111 who need to be seen by a GP in one-to-two hours are sent to our clinicians. We also run an Emergency Department Validation service for patients who complete an NHS111 online consultation to confirm if they need to go to A&E or signpost them to a more appropriate service. Last year, 84% of the patients our clinicians spoke to did not need to go to A&E. This supports our existing service which enables NHS111 to directly book patients into our Urgent Treatment Centres.



Last year, we supported patients on

9160

occasions through the Urgent Community Response Service.

Urgent Community Response (UCR)

Our UCR Hub provides advanced clinical triage for patients in Calderdale, Kirklees and Wakefield. Our clinicians close cases remotely, book face-to-face home visits, and direct patients to the most appropriate service for their needs. We have worked closely with the Yorkshire Ambulance Service over the past year, allowing us to prevent more ambulances from being dispatched and going to hospitals.

A spotlight on CMDU

shortlisted for the 2023 HSJ Partnership Awards

By working in partnership across the West Yorkshire Integrated Care System (ICS), our unique Covid Medicines Delivery Unit (CMDU) service has provided high-quality, expert care whilst relieving pressure on our local NHS Trusts. Because of this, our service was shortlisted for the “Best Not for Profit Working in Partnership with the NHS” award at the 2023 HSJ Partnership Awards. We are thrilled that it has received national recognition as it is a service that is truly valued by both our partners and our patients.

In December 2021, the NHS was required to set up new Covid-19 CMDU services to treat high-risk, Covid-19 positive patients with no additional staffing and within existing services. In response, we worked collaboratively with NHS Organisations across West Yorkshire to design and deliver a centralised service with local Trusts.

In 2022, by working together, we saved consultants in hospitals 3815 hours, which is 476 working days - days which they could spend doing their usual role supporting patients in the hospital. What’s more, our collaborative approach and unique infrastructure meant we could ensure equal levels of care for patients across all five areas in West Yorkshire. Regardless of where patients are, our specialist team proactively monitors live data of patients testing positive for Covid-19, assesses their eligibility for treatment and helps them get the medicines they need, where they need them.



Attendees at the 2023 HSJ Partnership Awards. From left to right: Dr Michael Bunter, General Practitioner; Jackie Donlon, LCD Contact Centre Agent; Louise Whittaker, LCD Clinical Business Services Manager; Mark Hobson, LCD Associate Director of Clinical Development & Innovation; and one of our partners Dr Toby Capstick, Consultant Pharmacist - Respiratory Medicine, Leeds Teaching Hospitals NHS Trust.

Feedback from our CMDU patients

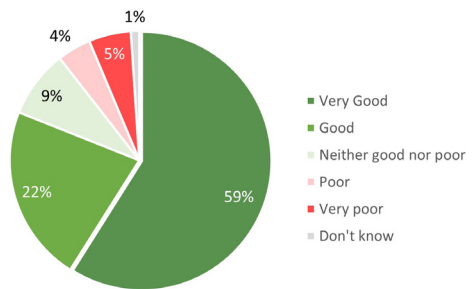
Last year the parent of an adult with Down's syndrome (known to be a major risk factor for Covid-19) contacted us to tell us about their experience using the CMDU service:

"My son became unwell and tested positive for Covid-19 ... We logged the test result on the government website at lunchtime and within a few hours had received calls from Local Care Direct triaging his case. At each stage the staff kept us informed of what would happen next... Please do pass on my thanks to the team, each one of them was professional, polite and answered all of our questions."

This feedback came to us directly, but we also survey those who use our service to make sure we are doing things right.

Out of the 95 patients who responded to our survey, 77 of them rated their experience as very good or good, and 85 would feel confident using our service again. Some of their comments are captured below:

Thinking about the Covid Medicine Delivery Unit, overall how was your experience of our service?

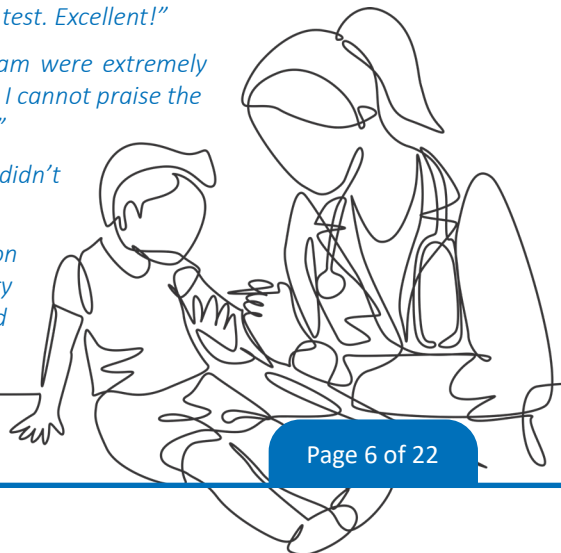


"Promptly referred after triage to clinician. Medication delivered 11 hours from me registering a positive covid test. Excellent!"

"Everything was straight forward, the team were extremely kind and I was looked after extremely well. I cannot praise the team highly enough, they were amazing!!"

"After speaking to the Covid doctor she didn't think I needed it and I agreed with her."

"Excellent service and lots of information to make an informed decision, acted very quickly and got my antivirals delivered quickly to home."



What our patients tell us

complaints and compliments

Between the 1 April 2022 to 31 March 2023 we responded to 715,922 patient cases. From this number, we received and acted on 206 complaints and 39 compliments from patients. That's a rate of 0.29 complaints per every 1000 patient contacts.

When we receive complaints, our Governance Team reviews the information and identifies the right people to carry out an investigation. Once the investigation is completed, the Governance Team will respond to the individual who provided the feedback to highlight what has happened and what action we will take going forwards. All feedback (from both complaints and compliments) is shared in our monthly Quality Management Meeting so that any organisational learning can be implemented.

People can provide feedback via our website and by emailing our Governance Team directly at governance@lcdwestyorks.nhs.uk

If you would like to know more about our compliments and complaints process, please head to the "Our Policies" page on our website.



Reviewing feedback

from our updated patient survey

This year we refreshed our West Yorkshire Urgent Care service patient survey to align it with the revised NHS Family and Friends questions, and to gather more meaningful data that we can act on to improve our services.

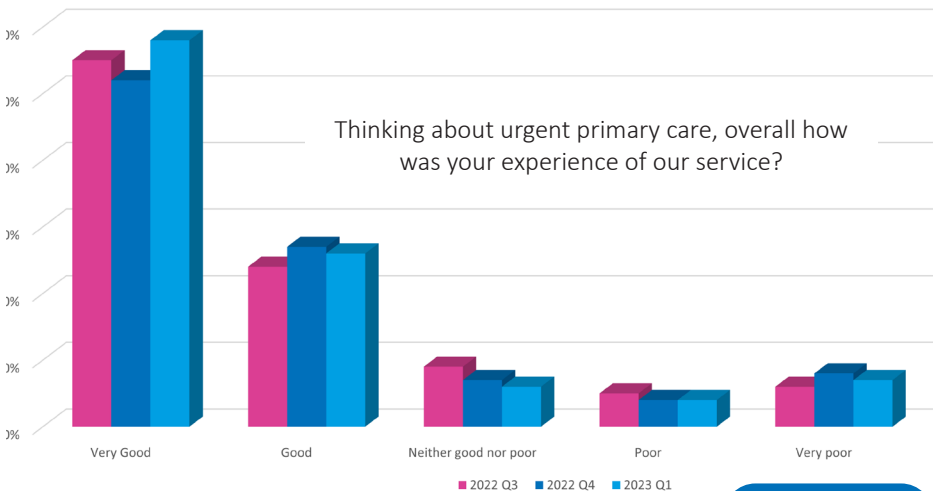
From July 2022 to March 2023 we surveyed 40% of our patients who used the service and received 2159 responses. From those responses we know that the majority rate their experience of our service as 'very good' or 'good', and we have captured a small selection of their comments below.

We share our patient feedback with the appropriate teams across Local Care Direct and external groups, so that we can identify and take action on areas we can improve at clinical, local and organisational levels.

"Although there were delays in getting a GP to visit me at home I knew that I could ring up should my symptoms worsen."

"I needed an inhaler urgently and they made it straight forward and easy for me like I've never experienced before"

"I was so worried about my baby with hand foot and mouth. The doctor assured me to give the antibiotics more time as it hadn't been 48 hours. I was ready to drive to A&E, I waited another day and slowly things improved. I felt very well listened to and reassured."



Our safeguarding responsibility helping colleagues to keep patients safe

We believe that everyone has the right to be treated with dignity and respect, and that we should always ensure they feel safe and empowered to make choices and decisions about their own care when using our services.

In line with this, everyone at Local Care Direct has the responsibility to report any safeguarding concerns if they believe an individual is being subjected to harm. All colleagues complete yearly mandatory training to do this and are supported by our Safeguarding Leads and Champions.

Last year, our colleagues raised 57% more safeguarding incidents compared to the previous year, which reflects the work we have undertaken to increase our colleagues' understanding of safeguarding. By increasing training, support, and visibility of our Safeguarding Leads, we have ensured colleagues are better equipped to raise concerns and support both adults and children who may need it.

198

patients who needed additional support were highlighted to our Safeguarding Leads by our colleagues.



Encouraging local communities through fulfilling employment



We are a proud employer of local people across Yorkshire, and between 1 April 2021 and 31 March 2022, we filled 36,670 shifts and welcomed 73 new employees. Last year, we also saw a reduction in the number of people saying goodbye, with 41 employees leaving Local Care Direct - five of whom retired.

We proactively review and take action to meet our staffing levels and create a sustainable and diverse workforce. This year, we have begun recruiting for a new Associate Director of People who will develop and implement a new People Strategy and support our Workforce Planning group to achieve our long-term ambitions.

Role	Count of Gender		Grand Total
	Female	Male	
Admin/Corporate	60%	40%	52
Call Handlers	81%	19%	69
Controller	62%	38%	16
Director	71%	29%	7
Driver	5%	95%	91
GP	0%	100%	5
Nurse	88%	12%	83
Physician Associate	46%	54%	24
Receptionist	79%	21%	96
Grand Total	267	176	443

* Workforce figures are taken from 31st March 2023

Upskilling our people

training and developing our workforce

Training and development within Local Care Direct

We recognise that engagement in learning and skills development positively impacts our health and wellbeing and creates a sense of fulfilment at work. Throughout 2022-2023, we provided several learning and development opportunities, such as:

- supporting two apprentices;
- delivering six Education Sessions, which count towards Continuing Professional Development (CPD) hours and can be accessed at any time on our intranet,
- supporting ten clinicians to gain a new prescribing qualification;
- hosting clinical discussion forums and case based learning for our employed and sessional workforce;
- providing clinical supervision;
- developing four new competency frameworks to aid future development;
- supporting colleagues with their clinical revalidation; and
- adding ten new courses to our online learning management platform.

We also recognise that keeping our knowledge up to date is key to delivering safe, high-quality services in our local communities. In light of this, our employees completed 5,148 mandatory e-learning modules last year, which is a 96.8% compliance rate.



Last year we developed and delivered three CPD sessions to 70 of our YAS Paramedic partners to help them refer patients to the Urgent Treatment Centres.



Progressing into an Advanced Care Practitioner role

Sophie Bottomley

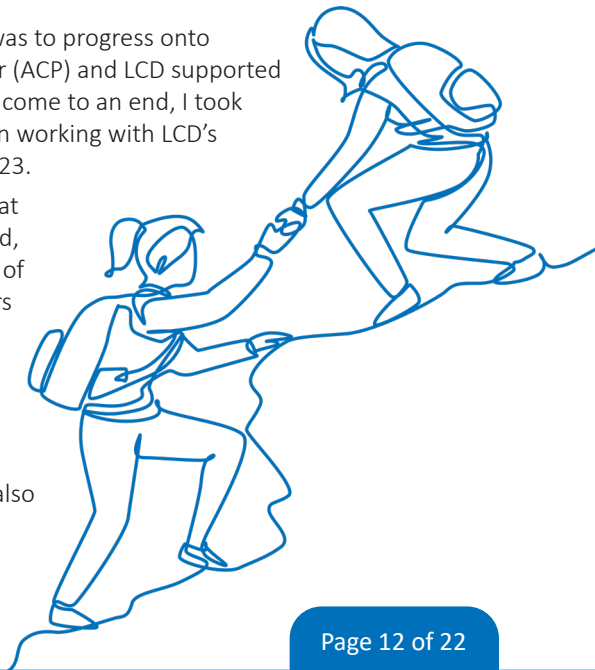
I originally qualified as a Paramedic in 2015, and I was well into my career working in the Yorkshire Ambulance Service when I started my training with Local Care Direct (LCD).

Back in 2021, I came to LCD to complete a minor injuries module while on placement at St George's Urgent Treatment Centre. At the time, I was working in Ambulance Control doing telephone triage and I wanted to improve my assessment of more minor complaints. This then led me to the minor illness module and to actually start working for LCD as an Emergency Practitioner. Joining LCD made sense as I wanted to use the skills and knowledge I had gained on the modules in an urgent care environment- and I really enjoyed my time on placement.

When the Trainee Urgent Care Practitioner (UCP) role became available in August 2022, I jumped at it. I had been well-supported through both sets of placements, the dedicated Clinical Educators were great to learn from, and the fact that I got dedicated training days whilst working was a real benefit.

At this point I knew my long-term plan was to progress onto becoming an Advanced Care Practitioner (ACP) and LCD supported me with this. Once my UCP training had come to an end, I took on the position of trainee ACP and began working with LCD's experienced GP Educators in January 2023.

Becoming an ACP is very different to what I've done previously in terms of workload, required competencies and the amount of university involvement. Switching careers and retraining has, at times, been overwhelming because it is a different environment and you move away from being the 'go-to', experienced colleague to the newbie. But, it is something I'm enjoying and whilst it's challenging, it's also really rewarding. I would recommend it.



Celebrating at our annual awards getting back to normal

After three long years, we were finally able to celebrate our amazing colleagues in person at our Annual Awards event. This year we received 210 nominations from team members across the organisation, and selecting winners from the list was a hard challenge for our panel (below is a very small selection of quotes taken from the nominations received). Nevertheless, winners were chosen and they have been captured on the following page in recognition of their contribution to patients, colleagues and Local Care Direct.

The event itself was an opportunity for colleagues to come together. We've had many new starters join Local Care Direct during the pandemic and this was a great moment to finally meet in person. The positive energy in the room was inspiring and we're looking forward to future celebrations.

"...[they] have a very big caring heart which is displayed under the professional demeanor...."

"...She works hard, is always early, and always treats the patients and other staff with respect, humour and kindness. She makes them at ease and always makes them laugh, she makes sure it's a pleasurable experience for the patients treating them like they are the only person that matters and never patronising..."

"He's now a go to person for both of the departments that he works in and, is seen as problem solver and innovator. He is never seen without a smile."

"...He is eager to help and such a force of positivity in everything that he does. When he is on shift you know that he will go above and beyond to help"



Congratulations to our winners...



Employee of the Year Award for the person whose positive attitude and knowledge helps to inspire others and demonstrate consistent dedication and quality to improve patient experience and outcomes in their work.

Michael Jackson in Bradford; **Michelle Ward** in Calderdale and Kirklees; **Ramanuj Ravi Chaudhuri** in the Contact Centre; **Emma Dawson** in Corporate; **Ayesha Shahid** in Dental; **Samantha Manning** in Leeds; and **David Sharp** in Wakefield.

Sessional of the Year Award for the person who has demonstrated true commitment to deliver a high quality service to patients and support fellow colleagues.

Dr Syed Hamdani in Bradford; **Dr Anil Aggarwal** in Calderdale and Kirklees; **Dr Charanjeet Singh** in the Contact Centre; **Dr Robert Holt** in Leeds; and **Dr. Yunas Asmal** in Wakefield.

Emma Milligan in Innovation and Idea Award for the person who is pro-active and seeks to improve services by suggesting and developing new ways of working to improve their area of working and/or patient care.

Alison Russell and **Martin Gudgeon in Commitment, Reliability and Support Award** for the colleague who is always there and provides others with care and support.



Kelly Edwards in Flexibility Award for the person who contributes by bringing their various expertise to the company and working across different roles and sites, they always make themselves available at short notice and are willing to help out in times of difficulties.

Emily Foster in Outstanding Patient Service Award for the person who goes that extra mile and has gone over and above their role to provide service to our patients beyond expectations.



Education Faculty and **St George's Urgent Treatment Centre in Team of the Year Award** for the team which has demonstrated excellence in their approach to improving service delivery.

Supporting our people

health and wellbeing

Supporting our colleagues and those in need with their vaccinations

Working with our Occupational Health providers, we have an effective employee immunisation programme in place that is tailored to colleagues' specific roles. Internally, we also provide a free flu vaccine to colleagues and donate ten vaccines to UNICEF for everyone who takes up this opportunity. Last winter, 70% of our colleagues received their flu vaccine to protect themselves, patients, family and friends from Influenza.

This year, we donated 2000 Diphtheria Tetanus & Whooping Cough vaccines, 400 Measles vaccines and 800 Tuberculosis (TB) vaccines to UNICEF.



Improving our mental health

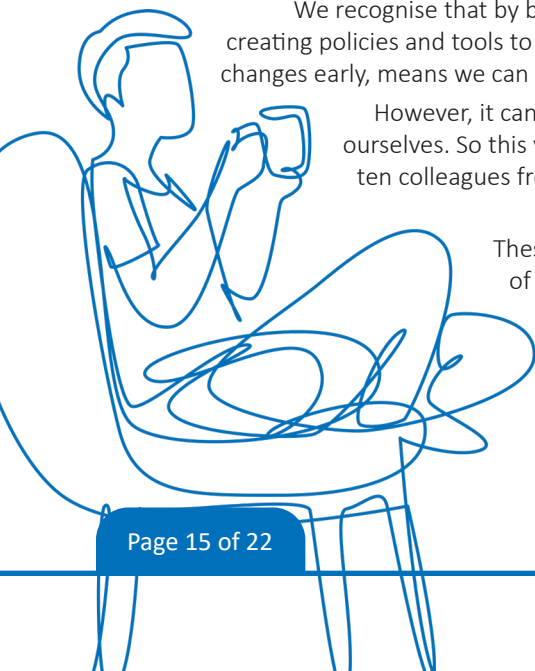
Society is moving towards a culture that treats mental illness in the same compassionate manner as physical ailments, and that is the culture we want here at Local Care Direct.

We recognise that by being more open about our mental health and creating policies and tools to help colleagues feel safe when discussing any changes early, means we can care for each other before problems escalate.

However, it can often be hard to spot the early warning signs ourselves. So this year, we worked with a local specialist to train ten colleagues from a range of sites and roles to become Local Care Direct's first Mental Health First Aiders.

These individuals have been trained to spot some of the early warning signs for those who may be struggling with their mental health and how to help them.

This is just our first cohort and 26 colleagues have already signed up for our next training session.



Wellness visits at our sites

Our workforce is located across 17 sites and operates 24 hours a day, seven days a week, all year round. Because of this, it is important that our management team creates opportunities to engage with colleagues outside of corporate hours.

One action we take to create opportunities for people to speak informally with management is through our Wellness Visits. These visits are carried out by members of the senior management team to offer support to colleagues and encourage engagement whilst having discussions about health, safety and wellbeing.

During the discussions that took place last year, colleagues shared their thoughts on what could be improved, but the general feedback was overwhelmingly positive.

Many people reported Local Care Direct (LCD) as a good place to work and one which they would recommend to others, referencing the great team spirit and nature of their work as contributing factors.

These Wellness Visits were originally developed in response to Covid-19. However, they have proven to be a beneficial form of engagement that LCD is committed to continuing.

Supporting local communities where we can

In 2020-2021, Local Care Direct contributed health and wellbeing funds to community foundations to help make a difference in the communities we serve. The Fund was designed to help local people with dementia, homelessness, and mental health issues, as well as reducing health inequalities and isolation in our communities.

The Community Foundations we worked with (Community Foundation For Calderdale, Leeds Community Foundation and GiveBradford, and the One Community Foundation for Kirklees) have worked closely with the grant recipients to report on the impact of the Fund. We're thrilled that over eight thousand people have been supported since the funding was released, and we're excited to see the projects progress. We've included some feedback from a small selection of the organisations on the following page.

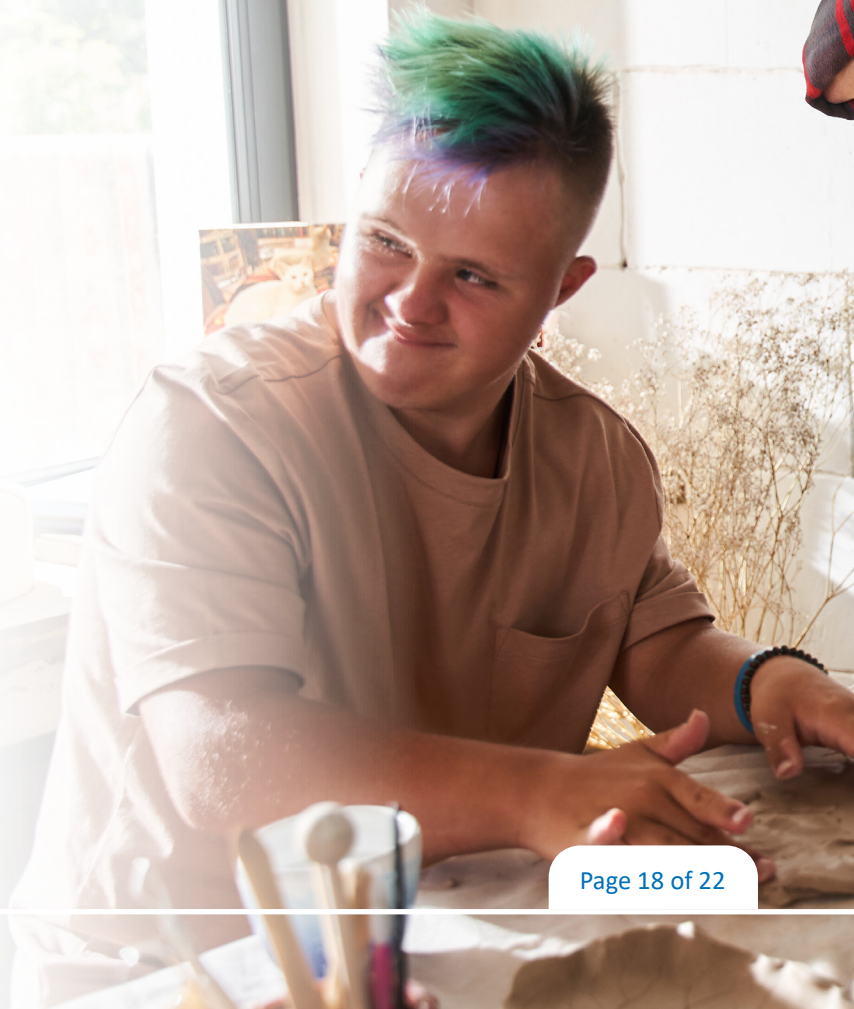
Local Care Direct has long been a proud partner to The Kirkwood (a local hospice) and this year we wanted to help their Snowdogs Support Life campaign, which saw 67 unique Snowdog sculptures scattered across Kirklees for visitors to discover and enjoy. As a sponsor, it was great to see them raise over £280,000 and increase awareness about how The Kirkwood Support Life.

On top of the fund raising activities our teams have undertaken for charities such as the Children's Heart Surgery Fund, Sue Ryder Hospice, and the Disasters Emergency Committee, we also raised £2150 as part of the annual Local Care Direct charity raffle. This year, our colleagues voted to donate the money to Yorkshire Air Ambulance, with several commenting on how great the service was for them when they desperately needed it.



54 organisations have been supported through our work with the Community Foundations and they have helped

8693 people so far



Feedback from the Local Care Direct Health and Wellbeing Fund

Calderdale: Noah's Ark Centre – Money Advice Project

Noah's Ark provides a money advice service to the people of Calderdale, and the funding has been used to deliver additional hours of face to face advice. A single mum with two teenage daughters recently used their service:

C before she came to Noah's Ark: *"I feel suicidal. I am desperate for help!"*

C after she had debt advice from us: *"I'm no longer suicidal and much happier about my future. Everything around me seems better, much calmer and pleasant. I attended the BLAB course – it was brilliant. I now pay my bills on time, I plan my meals and organise my food shopping better – one week from the cupboards, one week bought in. It's all because of you's. Thank you!"*

C's daughter told us: *"It's great now I don't have to worry about my mum and we don't have to worry about food in the house now. I'm glad no one is coming to our door anymore. It was scary when people knocked at our door and embarrassing when my friends were here. I'm so pleased mum has sorted it all out now".*



Wakefield: The Saviour Trust

The Saviour Trust provides immediate accommodation, provisions and access to support sessions for homeless people or people at risk of becoming homeless in the Wakefield District and Leeds. 612 people have been supported so far from the funded activity.

"The hubs have become much more than just support, they have been a warm space, a place where people feel they belong. Bringing the support we offer to a venue close to the resident and making the support time flexible has resulted in a big increase in attendance and engagement."
The Saviour Trust.

Kirklees: Looking Back CIC

Looking back ran at least six dementia support group sessions per week, which have been a mixture of face-to-face, blended, and online sessions. Over the year they have had over 1900 people attend 240 sessions, and the feedback has been heart-warming.

"You are my only window on the world", and "I so look forward to Friday mornings - thank you for letting me join in". Looking Back participants

Bradford Cyrenians Ltd

The funding is covering a part time Supported Housing Officer to help people into their own accommodation and access support services. 26 people have been supported so far.

"This grant has been very welcome to the Re Start project and rough sleeping men and women in Bradford. Without the grant we would not have been able to employ an extra member of staff, we wouldn't have been able to support the number of people we have and we wouldn't have been able to grow the scheme by taking on more units."

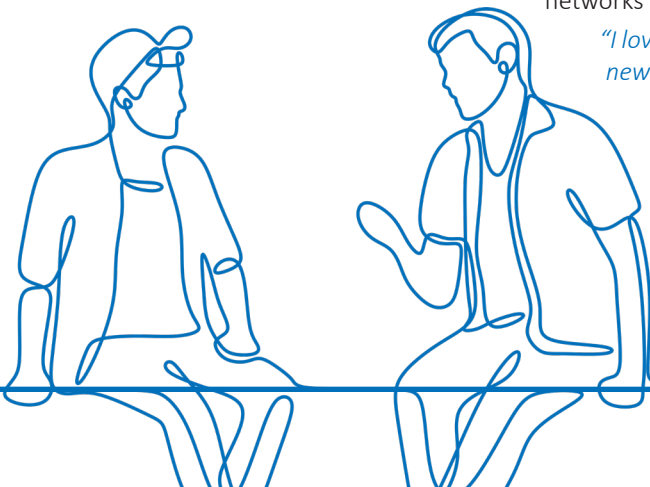
Bradford Cyrenians Ltd.



Leeds: Creative Frame

Creative Frame CIC runs social activities such as vinyl picnics, live music groups and a walking group to bring men together who have mental health needs and are at risk of suicide. So far, 32 men have been supported from the funded activity, with all 32 reporting improved mental health and wellbeing and improved social networks as a result of this project.

"I love coming to the group to make new friends and to have a chat and have a cup of tea and a laugh. the group's fantastic and they should keep going."
Creative Frame participant



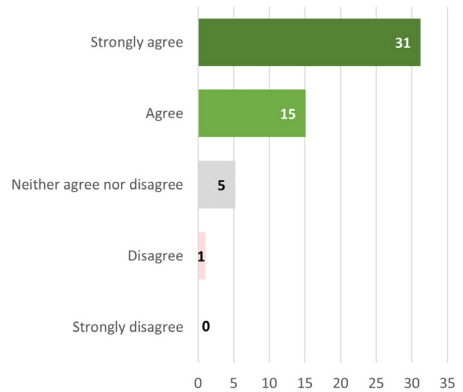
Focusing on our green plan

a start to reducing our carbon emissions

Last year, Local Care Direct (LCD) established a Green LCD working group to research and develop our Green Plan. The group, led by Phil Bromage, Director of Service Development, will set out our sustainability agenda and the actions we will take to ensure we are aligned with the NHS and its ambition to become the first healthcare system in the world to achieve net zero carbon emissions. As part of the plan's development, the group have started calculating our carbon footprint- including a reduction plan- and engaging with colleagues to make this an inclusive project that will lead to greater organisational and personal change.

Please read further to learn about some of the quick wins the group have undertaken alongside shaping our Green Plan.

Do you agree with this draft statement? "We care about people and our local communities who are already negatively impacted by carbon emissions and we want to do the right thing to support people by taking positive steps to reduce carbon emissions."



Reviewing our vehicles

We know that transport has one of the largest impacts on our environment, and as a service provider that covers over 3000km², we also recognise that our mileage is one of the biggest elements of our carbon footprint. When choosing our cars, we must consider several factors alongside environmental impacts, such as reliability, if there is enough space for the medical equipment we carry and how easily patients can access them. We are committed to choosing the best vehicle that meets our patients' and environmental requirements.

Inspiring our workforce

We send our LCD bulletin to nearly 700 people every week, and last year, we launched a new section where the Green LCD Group shares information, tips and tools to help colleagues reduce their impact on the environment. Communications have included content such as links to discounted train travel, information on how to make our homes more efficient, apps to help us understand the impact of fashion brands, and guidance on how to get the most from green spaces. We focus on a different topic each month, and we are committed to sharing more content in the future. If we can inspire every reader to change just one thing each month, the collective carbon footprint could be reduced dramatically by the end of the year.

Green LCD – looking after our green spaces

Environmentally friendly gardening tips to use this spring

Source: Woodland trust

Did you know the UK's gardens cover a combined landmass that's bigger than the Lake District and Peak District put together? That is a huge area and meaning gardens can provide vital space for wildlife in a human-dominated landscape. Whether your garden is big or small and whatever your experience level, there's always something you can do to make your space more environmentally friendly, from saving water by collecting rain instead of taking it from the tap to soaking weeds in a container for a few weeks to create a nutrient-rich solution to water your plants. [Click here](#) to view more top-tips for your green space.



What if you don't have your own green space?

Whether you're lucky enough to have your own garden or not, renting an allotment can enable you to have a regular, fresh supply of fruit and vegetables, help the environment and it's also a great way to stay active. To find out which allotments are in your area, how much they cost, and how to contact your local council about them, just enter your postcode on the [Government's 'Apply for an allotment' page](#).



Community gardens are about people and making a space that everyone can use. It could be a place for picnic, a place to play and exercise, or just somewhere to sit and chat. All projects start with the seed of an idea, perhaps you and a group of similar-minded gardeners want to bring the joy of gardening to others? Or perhaps you just want to brighten up your neighbourhood? Whatever your motivation, [click here](#) to find out how you can get started.

Remember, you can find more information and links on our Intranet via this [link](#).

We lease 23 hybrid vehicles, which our drivers use to take doctors to patients across West Yorkshire. Last year they covered 199,207 miles visiting patients on

15,893 occasions





HSJ
PARTNERSHIP
AWARDS 2023
Finalist



More information can be found on our website.

If you need this booklet in braille, audio, large print or another language, please email info@lcdwestyorks.nhs.uk

You can also contact us on:

 01484 487262

 @LocalCareDirect



This leaflet was published in May 2023 and is printed on paper from sustainable forests. Please recycle this leaflet when you have finished with it.

Registered Office: Sheridan Teal House, Unit 2, Longbow Close, Pennine Business Park, Huddersfield, HD2 1GQ. Local Care Direct is registered with the Financial Conduct Authority (Registered No 29766R).