



2025-26
**Social
Impact
Report**

Making a difference

an introduction from our Chief Executive

As a social enterprise, there's nothing more important to us than our impact on the communities within which we work. It's an immense source of pride for me that, alongside the core delivery of our healthcare services, everyone is very much focused on the difference they can make to those around them.

This begins with our values, the cornerstone of all that we do. Acting with kindness and respect, fairness and consistency, and honesty and integrity when putting our plans into action means that we will always make our "difference to the world" in the LCD Way.

There is so much work ongoing at LCD that is focused on fulfilling our social impact through our approach to recruitment from local communities, the way that we buy our services and supplies, and the development of our patient care pathways. In this year's report, we have tried to capture some of the highlights of our year, areas where we feel that we have made a step change or been recognised for the work that we have undertaken, for example:



Additional progress following the publication of our initial report in 2025 on the impact of the **over-labelled end-of-life (EoL) medication initiative**.

Since its launch in April 2025, the project has demonstrated meaningful benefit, with 56 patients supported to date through improved access to EoL medications within their own homes. We were also fortunate to be awarded an **Urgent Health UK (UHUK) Bronze Award** for our work in this area.

Our work to support people who rely on **British Sign Language** in our centres, starting at our King Street Walk-In Centre. We know that traditional ways of accessing healthcare can be stressful for those with additional needs. By offering direct access to professional interpreters, we are making sure that patients can communicate confidently with our clinicians and feel reassured that they are being listened to and understood.

Our **Patient Safety Incident Response Framework (PSIRF)** work has gone from strength to strength and is becoming well embedded as a key part of the culture across the organisation. We still have lots of development to do, but the impact it has already had in identifying and mitigating risks to patient care is significant. The most recent project arising from this work has been Project MAGIC, an exciting initiative focused on identifying deteriorating patients in our face-to-face settings. It has been fantastic to see colleagues in our pilot sites embracing the changes and opportunities that this will bring.

It has been very rewarding to see the impact of our new service developments on our communities. This is illustrated by clear evidence that our new Paediatric Clinical Assessment Service (PCAS) is already supporting communities where healthcare outcomes are challenged by offering care in patients' own homes, where possible, rather than potentially unnecessary, stressful and expensive journeys by ambulance or taxi to secondary care settings. This is such a positive initial finding, enabling us to focus on how we can best support the people who most need our help by focusing on their needs.

I hope that you enjoy reading our Social Impact Report for this year. The team and I are really excited about all our ideas and plans that we aim to put into action for next year!

Kind regards,
Helen Carr
Chief Executive Officer

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How we make an impact by caring for people

Between 1 April 2025 and 31 March 2026, our services supported 721,367 patient cases, serving a population of approximately 8 million people across Yorkshire and the Humber.* We delivered 17 services designed to ensure individuals received the right advice, care and support, in the most appropriate setting and as close to home as possible. The information below outlines the range of services we provided.

What is urgent primary care?

Urgent primary care supports patients with illnesses or injuries that require prompt attention but are not life-threatening.

West Yorkshire Urgent Care service

Over the past year, 255,497 cases were managed through this service, which operates when General Practice services are closed. Care was delivered through remote clinical triage and consultations, as well as face-to-face appointments during home visits and at primary care centres.

Local walk-in services

We delivered the King Street walk-in service in Wakefield, where all patients were seen within the four-hour target. We also operated Urgent Treatment Centres (UTCs) at St George's Centre and Wharfedale Hospital, and supported delivery at Pontefract UTC. In total, 97,773 patients accessed our walk-in services over the past year.

**Level of service varies per location*

Emergency Departments (ED) support services

We provide on-site support to Emergency Departments in Calderdale and Huddersfield, assisting with patients who present with primary care needs. Over the past year, 4,558 patients were treated through these streaming services.

24/7 Urgent Dental Clinical Assessment and Booking Service (DCABS)

Our teams delivered remote clinical triage for patients with urgent dental needs and arranged appointments across Yorkshire and the Humber. Over the past year, we handled and responded to 305,901 patient calls and cases referred through NHS 111.

Routine primary care

We provided support to General Practices during periods of disruption, including emergencies and staff training, helping to ensure continued patient access to routine primary care services.

Supporting people with Covid

Our Covid Medicine Delivery Unit (CMDU) services, delivered in partnership with Trusts across West Yorkshire during 2025–26, proactively supported 615 clinically vulnerable individuals with Covid. Following clinical triage and eligibility assessment, patients were able to access treatment that reduced the likelihood of hospital admission.

Supporting NHS 111 24/7

In 2025-26, all 30,317 patients who called NHS 111 and needed to speak to a GP within one to two hours were sent to our clinicians, helping to relieve pressure in primary care. We also ran an ED Validation service for patients who completed an NHS 111 online consultation to confirm whether they needed to go to ED, signposting them to a more appropriate service if needed, or treating them remotely.

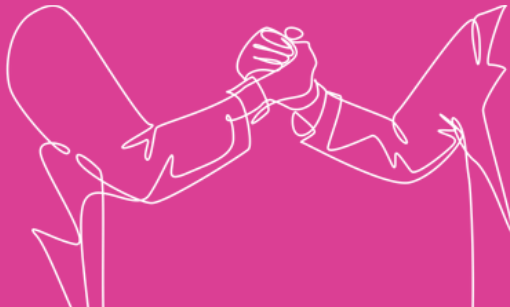


Urgent Community Response (UCR)

Last year, 29,009 cases were referred into our UCR Hub, which provided advanced clinical triage for patients in Calderdale, Kirklees, Leeds and Wakefield. The service aims to help people at home, rather than attending ED. Our clinicians closed cases remotely, booked face-to-face home visits and directed patients to the most appropriate service for their needs.

Working in partnership

In addition to our 17 services, we supported partners at the North Kirklees Acute Respiratory Hub at Dewsbury Health Centre. We also worked with Curo Health in Dewsbury by providing receptionist cover and clinical space, helping to ensure patients could access this service.



Significant events colleague reporting

Between April 2025 and March 2026, our colleagues reported 1,428 significant events, an increase of 403 compared with the 1,025 recorded in 2024–25. All health and safety incidents are now routinely logged on Datix, the NHS system used for reporting incidents and managing risks.

1,428

significant events were reported by our colleagues, which is an increase of 403 compared to the previous year.

We share learning from incidents with those directly involved, as well as with wider teams, to help reduce the risk of recurrence. Between April 2025 and March 2026, 61 learning points were identified from significant events. Learning is also disseminated through a range of internal channels, including the Patient Safety Group, Board reports and colleague bulletins.

A proportion of reported significant events were classified as serious concerns, now referred to as high-profile incidents. These incidents are managed and reviewed through the Incident Review Group to ensure appropriate oversight and that learning is identified and applied.

Patient safety what we are doing

The Patient Safety Incident Response Plan (PSIRP) from 2024-25 has been evaluated and demonstrates consistent improvement in the quality of care and learning within the organisation.

In the past 12 months, our PSIRP has been revised to include workstreams on reviewing Variance from Policy and Procedure, and recognising the link between staff and patient safety. The behavioural incidents workstream is looking to achieve a reduction in violence and aggression incidents. These workstreams have been added to the plan for 2026-27.

Workstreams from the 2024-25 PSIRP are ongoing in regards to palliative care, the deteriorating patient and initiatives to address inappropriate referrals.

The Terms of Reference and membership of the Patient Safety and Clinical Groups, and the Incident Review Group (IRG) have been revised.

The Patient Safety Group receives regular assurance of the workstreams and quality initiatives occurring within the organisation. The behavioural incidents workstream is an exception, as this is overseen by the Health and Safety Committee. LCD staff, including Board members and managers, have completed the required training, in line with NHS England's training needs analysis.

The Patient Safety Specialists continue to embed the principles of the systems approach and the focus on learning, with training in action occurring to support the formal training received. Regular review of themes and trends by the Patient Safety Group allows for addition of workstreams should a high-volume or high-impact event occur, allowing the system to be responsive to areas of risk.

Improving end-of-life care part of our PSIRF workstream

Following the publication of our initial report in 2025, LCD is pleased to provide an update on the continued impact of the over-labelled end-of-life (EoL) medication initiative. Since its launch in April 2025, the project has continued to grow and demonstrate meaningful benefit, with 56 patients supported to date through improved access to EoL medications within their own homes.

Introduced as part of our first Patient Safety Incident Response Framework (PSIRF) workstream and delivered through the Palliative Care Oversight Group, this initiative remains a key development in ensuring critical medications are readily available at the point of need, particularly during periods when access to community pharmacies may be limited.

Over the past year, 92 over-labelled medication packs have been supplied, enabling timely symptom management, reducing delays in care, and improving the overall experience for patients and their families during the most vulnerable stages of life.

LCD received a Bronze Award from Urgent Health UK (UHUK) for the delivery of this project as part of a collaborative partnership. In addition, the team was invited to present at a national UHUK event, sharing key learning and best practices with other urgent care providers. You can read more about this on pages 13 and 14.

We have also received positive feedback from the Regional Controlled Drugs Accountable Officer and the ICB Chief Pharmacist, acknowledging the patient-centred approach underpinning this initiative.

This continued progress reflects LCD's commitment to patient safety, innovation, and high-quality EoL care. We remain proud of the impact achieved over the past year and will continue to build on this work to further improve outcomes and experiences for patients and their families.

Reviewing patients' experience through our patient surveys

Between 1 April 2025 and 31 March 2026, we received 3,544 responses from patients who used our West Yorkshire Urgent Care service. Feedback indicates that the majority rated their experience as 'very good' or 'good', and a small selection of comments is included below. Patient feedback is routinely reviewed and shared with relevant teams to support continuous service improvement and to recognise colleagues who have made a positive difference to patients and their families.

"The whole experience was brilliant - I was in and out really quick and got the medication I needed."

"My health issues were listened to and the best solution in my opinion was applied. I felt I was in safe hands and I knew I would be taken care of."

"Feel very lucky it exists as not every city has it. Caring service. Keeps A&E for critical emergencies."

"I was seen promptly and treated swiftly. At all times, I felt listened to and my concerns heard. Thank you for your invaluable help and the service you give to your community."

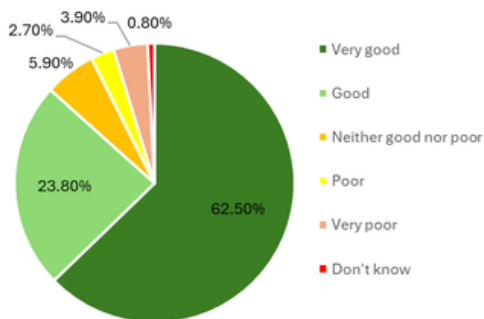
"It was an appointment for my son. We were given an appointment quickly and did not have to travel far. When we arrived we did not have to wait long. The GP was extremely thorough, he gave us good explanations and excellent treatment-kind, caring and understanding."



We share the feedback from all our patient surveys with our Patient Safety Group. For example, the 2025 Q4 feedback from our WYUC service was mostly positive:

- 86% of patients rated the service very good or good.
- 96% of patients said they understood their care and treatment definitely or to some extent.
- 92% of patients stated that the advice given to them was extremely, very or somewhat helpful.

Thinking about urgent primary care, overall how was your experience of our service?



Taken from our 2025 Q4 WYUC patient survey results

Patients 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.



Responding to feedback complaints and compliments

Between 1 April 2025 and 31 March 2026, we responded to 721,367 patient cases. From this number, we received and acted on 155 complaints from patients, which is 0.02% of cases. We also received and acted on 117 service-to-service complaints and 50 compliments.

When we receive complaints, compliments, concerns, claims and incidents, our Governance Team reviews the information and identifies the most appropriate person to carry out an investigation. Once the investigation is complete, the Governance Team will respond to the individual who provided the feedback, advising on the outcome of the investigation and any action that will be taken. All reports are shared in our monthly Patient Safety Group / Clinical Governance Meeting and analysed by the team to identify themes and trends. They are also reviewed by LCD's Executive Team during the monthly Business Performance meeting to ensure organisational learning is implemented.

Our safeguarding responsibility

helping colleagues to keep patients safe

At LCD, we truly believe that everyone deserves to be treated with dignity and respect. We want every patient to feel safe and confident in making their own choices about their care when they come to us. We're dedicated to embracing the 'Think Family' and 'Making Safeguarding Personal' approaches, which help us understand and support the broader influences on the health, wellbeing, and safety of children, families, and vulnerable adults.

Everyone at LCD plays a vital role in safeguarding. Whether it's sharing concerns or working hand-in-hand with other agencies and partners, together we ensure a comprehensive and timely support system that aims for the best outcomes for children, families, and vulnerable adults. All our team members complete essential training to support this on day one of employment, guided and supported by our passionate safeguarding leads.

148

patients who needed additional support were highlighted to our safeguarding leads by our colleagues.



Freedom to Speak Up

listening to our colleagues

As we begin a new year at LCD, we remain committed to creating a culture where every colleague feels confident, supported and able to speak up. We offer several clear and accessible routes for raising concerns, because we know that open communication is essential to delivering safe and high-quality care. We continue to encourage colleagues to speak with their line manager first whenever possible. However, we understand that this is not always the right option, especially when concerns relate to service quality, safety or patient experience. In these situations, colleagues can report issues through Datix so that they can be formally reviewed and investigated.

Our Freedom to Speak Up Guardian also continues to play an important role. Specially trained to support colleagues who have concerns, the Guardian provides confidential advice and guidance when colleagues feel unsure about how to raise an issue or who to approach. To strengthen this support, we have refreshed our Freedom to Speak Up Policy, updated awareness posters across all sites, and continued to share messages of encouragement from our Chief Executive. Mandatory learning also remains in place to ensure every colleague understands when and how to speak up.

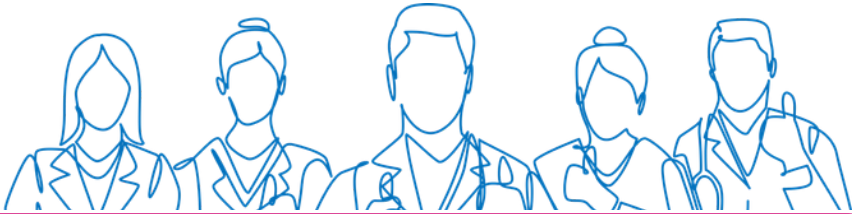
We are proud of the difference that speaking up made last year. Our Freedom to Speak Up Guardian received and acted on 20 cases, including several raised anonymously. These concerns led to positive changes across the organisation. A thematic overview of the issues raised was shared with our Executive Committee and Board, ensuring that learning reached the highest levels of leadership.

As we move further into the year ahead, our message is clear: speaking up matters. Every voice helps us improve our services, strengthen our culture and continue delivering the best care for our patients.

Local Care Direct's Board regularly receives Datix reports, including information on complaints and incidents, alongside anonymised Freedom to Speak Up reports. These updates include the actions taken and the learning identified.



Encouraging local communities through fulfilling employment



Our workforce includes 441 employees and 279 active sessional colleagues*

We are proud to employ local people, and during 2025–26 we welcomed 96 new colleagues. Staff leave for a range of reasons, including pursuing new career opportunities or retirement, and 82 employees left Local Care Direct over the past year. We wish them all the very best in the next chapter of their lives.

We actively monitor and adapt our workforce to maintain a sustainable and diverse staffing model. We are committed to ensuring colleagues feel supported and encouraged to develop throughout their careers, offering a range of training and development opportunities to help them build skills and progress in a direction that suits them.

| Role | Gender* | | Total |
|---------------------|------------|------------|------------|
| | Female | Male | |
| Admin/Corporate | 31 | 18 | 49 |
| Call Handler | 59 | 19 | 78 |
| Controller | 17 | 9 | 26 |
| Director | 5 | 3 | 8 |
| Driver | 6 | 86 | 92 |
| GP | 1 | 6 | 7 |
| Nurse | 74 | 7 | 81 |
| Physician Associate | 9 | 13 | 22 |
| Receptionist | 55 | 23 | 78 |
| | 257 | 184 | 441 |

*Workforce figures are taken from April 2026

Upskilling people through training and development

We recognise that taking part in learning and skills development can have a positive impact on colleagues' health and wellbeing, helping them feel fulfilled and confident in their roles. Keeping our knowledge up to date is also essential in ensuring we continue to deliver safe, high-quality services to the communities we serve. Last year, our employees completed 8,348 mandatory e-learning modules, achieving an impressive 94.9% compliance rate.

During 2025–26, we offered a wide range of learning and development opportunities, including:

- delivering quarterly Leadership Days, giving everyone with people-management responsibilities the chance to learn from external specialists and strengthen the support they offer their teams;
- supporting six apprentices, including three studying at Level 7, which is equivalent to a Master's degree or PGCE, two studying at Level 6 and one studying at Level 4;
- helping five trainee UCPs and ACPS, one of whom has qualified in January 2026, supporting two qualified ACPs transitioning from a different speciality area, and supporting two trainee ACPs in completing their minor injury module;
- launching Project MAGIC at our UTCs in Leeds;
- delivering 13 education sessions, such as 'Management of Burns', 'Handling Stresses in Consultations', and 'Self Care in Urgent Care', which count towards Continuing Professional Development (CPD) hours and can be accessed at any time on our intranet;
- hosting monthly clinical discussion forums and case-based learning sessions for both employed and sessional clinicians;
- supporting the ongoing development of three non-medical prescribing forums;
- providing clinical supervision and supporting colleagues with their clinical revalidation; and
- adding four new courses to our online learning management platform, making the total 37.



UHUK Awards

Stronger Together Bronze winner

Helen Carr, Carol Gilchrist and two members of our Palliative Care Oversight Group, Eghe Bere and Charanjeet Singh, attended the 2025 Urgent Health UK (UHUK) Awards in October. As part of our Patient Safety Incident Response Framework workstream, the group introduced a pioneering initiative: the provision of over-labelled end-of-life medications that can be left safely in patients' homes. This approach ensures that essential medication is available immediately at the point of need. The project was nominated for an award in the Stronger Together category.

This is the first time in our organisation's history that we have taken direct steps to make sure critical end-of-life medications are readily available, particularly during times when pharmacy access is limited or unavailable.

On the night, we proudly received the Bronze Award, a fantastic achievement and a reflection of LCD's commitment to patient care, safety and innovative responses to system-wide challenges.

This work is already shaping new conversations with partner teams, showing how simple, practical changes can help ease pressure on urgent care services and provide meaningful support to families during difficult moments.



Collaboration improving end-of-life care

attending a UHUK event

We were incredibly proud to be invited to present our work at the Urgent Health UK (UHUK) Best Practice in Integrated Urgent Care event on 11 March 2026, held at the impressive Salesforce Tower in London. Representing LCD, Wendy Bartle, our Clinical Governance and Patient Safety Specialist, and Eghe Bere, our Medicines Management Lead, delivered a session highlighting the innovative work that contributed to LCD's Bronze Award at last year's UHUK Awards. The invitation offered us a fantastic platform to share our learning with colleagues from across the country.

Wendy and Eghe presented our award-winning approach to developing collaborative practice for supplying over-labelled anticipatory medicines in end-of-life care. Created in partnership with key partners, organisations and regulators, this model empowers clinicians to provide a full set of anticipatory medications when pharmacy access is limited or unavailable, ensuring patients nearing the end of life receive timely and compassionate symptom relief.

The session was extremely well received, generating strong interest and leading to several valuable conversations about how similar practice could be implemented elsewhere within urgent care. The wider event featured 19 presentations spanning key topics, including operational safety, clinical safety leadership, suicide awareness strategies, data-driven clinical governance, and strengthening the patient voice in urgent care.

Alongside the pride of sharing our work, the day provided an excellent opportunity to connect with peers across UHUK, exchange insights and build new relationships that will support the continued spread of best practice across the sector.



Celebrating our colleagues at our annual awards event

We held our annual awards in November 2025, bringing together almost 100 colleagues to celebrate everything we achieved over the past year. For the first time, the event was hosted by two of our own colleagues, Nasar and Liz, who were brilliant. Their enthusiasm and humour created a relaxed, uplifting atmosphere, and the feedback was so positive that we hope to continue this approach at future events.

The day began with a warm welcome from our Chair, Tim Keenan, followed by an emotional and inspiring talk from Dental Booking Agent, David, who shared his experience of growing up in Chapeltown, Leeds. His honesty really resonated with the room and set a thoughtful tone for the rest of the day.

We were also joined by former professional rugby player and founder of Andy's Man Club, Luke Ambler, who spoke openly about resilience and accountability. His down-to-earth style made the session feel incredibly relatable, and many colleagues said they appreciated his focus on simple, realistic changes anyone can build into their daily lives.

Luke's attendance felt especially fitting, as we also announced our Charity of the Year for 2025-26. Colleagues voted for Andy's Man Club, and we were fortunate to hear from a service user, and now, Head of Groups, Neil Waine. His story was heartfelt and moving, shining a light on the charity's impact on men and families across the country.

Throughout the day, colleagues were invited to write notes of kindness to recognise and appreciate one another. Nasar and Liz read these out during the event, and they were shared with the wider organisation afterwards. This simple activity meant a lot to people and is something we are also keen to continue in future celebrations.



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: **Mansoor Ahmed** in Bradford; **Dave Sharp** in Calderdale and Kirklees; **Kim Gaukroger** in the Contact Centre; **Eghe Bere** in Corporate; **Zaheen Azam** in Dental; **Fiona Knowles** in Leeds; and **Mohammed Hussain** 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 Allwin Arumugam** in Bradford; **Dr Senthil Pillai** in Calderdale and Kirklees; **Dr Gabriel Ani** in the Contact Centre; **Dr Robert Holt** in Leeds; and **Dr Teong Lau** in Wakefield.

Kindness & Respect Award for the person who demonstrates these values – for example, they could have said thank you for help on a task, taken the time to listen to others and shown empathy, or been thoughtful and considerate with a positive attitude. This was awarded to **Dr Dennis Jesuthasan**.

Fairness & Consistency Award for the person who demonstrates these values, for example, they could have considered the feelings of others or tried to understand the perspective of others. This was awarded to **Liz Porter**.

Honesty & Integrity Award for the person who demonstrates these values – for example, they could have built trust by doing what they said they would do. This was awarded to **Wendy Bartle**.

Team of the Year Award for the team that has demonstrated excellence in their approach to improving service delivery and patient care. This was awarded to our **Area Managers Team**.



Supporting our people with their health and wellbeing

Our Employee Assistance Programme, Wisdom, is available to all colleagues from their first day of employment, providing accessible and confidential support. It offers a range of services, including online and face-to-face counselling, a 24-hour helpline, and guidance on mental health, legal and financial matters. Colleagues can also take part in four-week wellbeing challenges and access a variety of self-help tools at any time.

Overall, the programme supports wellbeing, builds resilience, and enables colleagues to access early support, including when returning to work after a challenging period.

We have continued to raise awareness of our Mental Health First Aiders and plan to provide refresher training throughout 2026–27. This will help ensure their knowledge remains up to date and that they feel confident signposting colleagues to appropriate support when it is most needed.

Supporting colleagues returning to work after a prolonged absence remains a key priority. Over the past year, 14 colleagues were supported in returning through phased arrangements, with a further 50 receiving support in partnership with our Occupational Health provider.

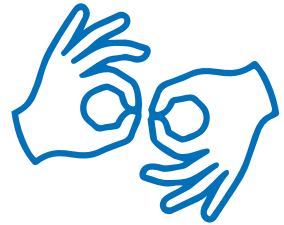


Wisdom
Learn, grow, thrive



Supporting our patients to reduce health inequalities

At Local Care Direct we want everyone who uses our services to feel supported, understood and included. We have introduced a new British Sign Language service in partnership with Prestige to help make our care more accessible for people who are deaf or have hearing difficulties. We know that clear communication is at the heart of good healthcare, and this new service helps remove barriers that some patients have faced in the past when trying to explain their symptoms or understand clinical advice.



For many people who rely on British Sign Language, traditional ways of accessing healthcare such as phone calls or written information can be challenging and sometimes stressful. By offering direct access to professional interpreters, we are making sure that patients can communicate confidently with our clinicians and feel reassured that they are being listened to and understood. This support is available for both remote consultations and in-person appointments, allowing us to provide a smooth and respectful experience for patients wherever they are.

Since launching this service, we have already seen the difference it makes. Patients have told us that they feel more included and more comfortable during consultations, and our teams have found it easier to provide accurate and timely care when communication flows naturally. This is helping to improve patient satisfaction, strengthen trust, and reduce the need for patients to rely on family or friends to interpret for them.

Introducing this service is an important part of our ongoing commitment to reducing health inequalities and making sure our services are accessible to everyone in the communities we serve. We will continue to build on this work by developing more inclusive communication options, increasing awareness among our staff and listening to feedback from patients so we can keep improving.

Supporting charities through our recognition programme

Our Employee of the Month recognition scheme has been running since 2024, and it has been inspiring to see over 300 colleagues nominated since it first launched. Each nomination highlights the incredible work taking place across the organisation every day, and it has been equally rewarding to donate to 26 charities chosen by our winners along the way.

In 2025–26, we celebrated 19 Employee of the Month winners, each of whom received a £50 donation made in their name to a charity of their choice. These contributions not only recognise the hard work of our colleagues but also help support causes that matter personally to them, creating a positive impact both inside and outside the organisation.

Colleagues can be nominated for many reasons, from exceptional teamwork to going above and beyond in their roles, but every nomination must link back to one of our values, ensuring the scheme truly reflects who we are and what we stand for.

A huge thank you from Scotty's Little Soldiers for your donation of £50.00! This generous contribution will make a genuine difference to the children and young people we support, and we are incredibly grateful. Being nominated by Sarah means the absolute world to us following her incredibly brave fundraising earlier this year—thank you, Sarah! Thank you also for considering us as your Charity of the Year; together we can make a real difference.

Best Wishes

Nikki & Everyone at Scotty's Little Soldiers



Please extend our warmest thanks to everyone in Local Care Direct who played a part in making this thoughtful gift possible - we really do appreciate it. The money you've raised together will help us to continue our life-saving work and drive progress for people affected by cancer. As an example, your donation of £50 could buy special chemicals called restriction enzymes, which act like molecular scissors to cut up long strands of DNA, allowing our scientists to find out more about the genes that can cause cancer.

Many thanks

Cancer Research UK



Charities our Employees of the Month have supported

- Guide Dogs UK
- Firefighters Charity
- MAP
- Blood Cancer UK
- The Prince of Wales Hospice
- Scotty's Little Soldiers
- Alzheimer's Society
- Dementia UK
- My Hospitals Charity
- Cancer Research UK
- MacMillan Cancer Support
- Candlelighters
- Breast Cancer UK



Supporting the families of children with cancer



Our environment

how we do things

The NHS aims to become the world's first net-zero health service, a goal that LCD fully supports. By taking action to become greener, we can help local communities, patients, and colleagues become healthier.

Our Green Plan is an honest and transparent reflection on where we currently are and our ability to make change. We will not make empty promises when we do not understand our current position. Many NHS organisations have become part of a wide group of providers in declaring a climate emergency. We wish to add our voice to this movement.

Our Green Plan will help us play a vital role in reducing carbon emissions. It will prioritise interventions that will enable us to continue improving patient care whilst delivering carbon reductions and improving our wider sustainability performance. With the NHS contributing 5% of all UK carbon emissions, we must recognise that we are a significant part of the solution.

The key to our success will be to ensure everyone understands the important role they can play, both individually and as members of LCD. Reducing our carbon emissions is not only good for the health of our planet and our wildlife, but it will also significantly benefit our health. Therefore, LCD's Green Group will work together to provide useful suggestions, hints and tips on how we could all be greener.

Every change we make, no matter how small, makes a difference for our people, friends, families and communities.



Reducing our carbon footprint we are committed

LED lighting and updated printer settings

At LCD, we are committed to reducing our carbon footprint as much as possible. Since our Green Plan was launched in 2024, we have continued installing LED lighting as needed. This is now complete in the majority of LCD-owned sites.

This year, we have also updated our default printer settings to print in greyscale and double-sided to reduce paper use. We have also encouraged colleagues to only print when necessary.

A number of our HR processes, which used to be paper-based, are now digital, again reducing the volume of paper used.

Our vehicles

From April 2025 to March 2026, we leased 16 hybrid vehicles, which collectively travelled 267,515 miles, equivalent to 430,524 kilometres, resulting in an approximate carbon footprint of 62.85 tonnes of CO₂.

We know that transport has one of the largest impacts on our environment, and as a service provider covering more than 3,000 km², we also recognise that our mileage is one of the biggest contributors to our carbon footprint. Because of this, we continually review our options so we can make the best possible choices for our patients and our communities.

During 2025–26, we leased 16 hybrid vehicles, which our drivers used to take doctors to patients during

20,339 visits





HSJ
PARTNERSHIP
AWARDS 2023

Finalist



More information can be found on our website:
www.localcaredirect.org

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 421803



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