

10<sup>th</sup> April 2024

## **BARS CHANGE: WITH IMMEDIATE EFFECT**

Dear Colleagues,

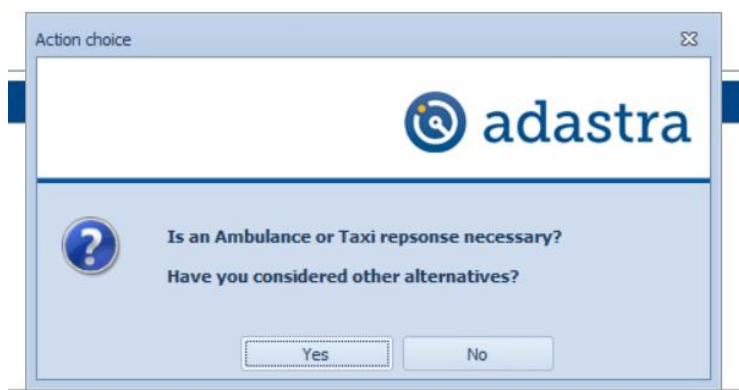
We have made a change in CAS to BaRs to encourage referrals to alternatives to ambulance conveyances such as Urgent Care response teams, Urgent Treatment centres, out of hours, own GP etc.

Urgent care response teams provide a 2hr response for people at risk of admission. This may include non-injured falls with minor lacerations, people with suspected delirium, sudden deterioration in need of urgent equipment or social care packages, worsening frailty etc.

**Below is a list of the UCRs across Greater Manchester and their contact details and operating hours:**

**Stockport** 8am-10pm 7days a week 0161 204 4777 last referral at 8pm  
**Trafford** 8am-9.30pm 0300 3230303 (option 3) last referral at 7pm  
**Central Manchester** 08:30am-8.30pm 0161 529 6220 last referral at 6pm  
**South Manchester** 08:30-8.30pm 0300 303 9650 last referral at 6pm  
**North Manchester** 08:30am-8.30pm 0161 667 3292 last referral at 6pm  
**Salford** 08:00-7.30pm 0161 206 6666 last referral at 6pm  
**Bury** 08:00-6.30pm 0161 253 6292 (accessible via UEC button)  
**Bolton** 0800am-8pm 0161 763 8538 last referral at 6pm  
**Wigan** 08:00am-8pm 01942 481221 last referral at 6pm  
**Tameside** 08:00-6pm 0161 922 4257 (accessible via UEC button)  
**Oldham** 08:00-6.30pm 0161 770 6771 last referral at 5pm

If you are sending a case back to NWS for an ambulance response a pop-up message will appear asking if the case is suitable for an alternative to an ambulance or NWS taxi.



If you answer **no** then you will be re-directed back to the consultation screen to consider an alternative service.

If you then have considered other options and decide an ambulance or NWS taxi is required, then request an ambulance and the above pop-up will re-appear and then answer **yes**.



Then select the response you require. Please consider NWS tax and voluntary ambulances, where clinically suitable.

Code	Display
HCP1	HCP1 Life Threatening
HCP2	HCP2 Emergency
HCP3	HCP3 Urgent
HCP4	HCP4 Less Urgent
HP4T	HCP4 Less Urgent - Taxi
C5	Non Ambulance

Usage
HCP4 Less Urgent

## REFERRAL INFORMATION

At the end of the consultation please complete the below so we can capture all referrals (including failed attempts) as this information is very useful for the commissioners.

Case Questions

adastra

**MC - Onward Referral Question Set**

Was There An Onward Referral  Yes  No X \*

Referred To? [Dropdown Menu]

Was There Another Onward Referral?

Was The Referral Accepted?

HAVE YOU USED VIDEO CONSULTATION?

A&E  
Childrens Community Services  
CRT  
District Nurses  
Hospice  
In Hospital Speciality  
IV Service  
Mental Health Team  
Pharmacist  
Police Service  
Social Services  
Therapy Services  
WIC/JTC  
Urgent Care Response Team

Next > Cancel

If you have any questions or feedback on this or any other suggestions on how we can improve the Adastra processes, please contact [rachaelingram@nhs.net](mailto:rachaelingram@nhs.net).

Many thanks for your support

Rachael Ingram  
UEC Programme Lead and Clinical Safety Officer