

UHUK AWARDS 2024

GREATER MANCHESTER URGENT PRIMARY CARE ALLIANCE (GMUPCA) FINALIST IN UHUK AWARDS 2024.

The Greater Manchester Urgent Primary Care Alliance (GMUPCA) are proud to announce that we are finalists in the Technological Innovation Award at the UHUK Awards 2024.

Bardoc, *gtd healthcare*, Mastercall, Salford Primary Care Together & Wigan GP Alliance make up the GMUPCA. In addition to core 'out of hours' services, the GMUPCA delivers the Clinical Assessment Service (CAS) for all 10 localities across Greater Manchester. Together we have over 100 years of collective experience with c2000 staff. By fostering collaboration and knowledge-sharing, we aim to deliver the highest standard of care.

Information about our finalist award category can be found below:

TECHNOLOGICAL INNOVATION AWARD

GMUPCA have been recognised for our utilisation of the Booking and Referral Standard (BaRS).

As a first of type test site, North West Ambulance Service (NWAS) and GMUPCA worked in collaboration to implement BaRS which enabled cases to be digitally transferred and updated between different EPR systems in NWAS and GMUPCA (CAS).

Since go live, over 40,000 cases have been successfully transferred via BaRS. 51% of cases were validated with an ambulance response and 21.8% received an ambulance upgrade following CAS clinician assessment which meant a faster response rate for the patient and better patient outcomes.

GMUPCA were involved in configuration changes to the BaRS prior to National roll out to other CAS providers.

There have been many benefits of BaRS which have included a significant reduction in telephony across providers as processes are digitised, freeing up clinical capacity. There has been a reduction of handling times allowing for an increase in capacity. The automation of CAT 5 referrals at point of call has ensured the process is much more efficient, reducing NWAS clinician intervention.

Tim Davison, Deputy CEO / Healthcare COO and Director of Operations, Strategy & Transformation, Mastercall Healthcare said:

"We are honoured to collaborate with North West Ambulance Service (NWAS) and NHS England (NHSE) as a first-of-type test site for the new Booking and Referral Standard (BaRS). This partnership has been invaluable in piloting and refining BaRS, allowing us to address challenges and ensure seamless integration across urgent care pathways"

Greater Manchester Urgent Primary Care Alliance
Expert aligned care, enabling greater integration across Greater Manchester



ABOUT UHUK

UHUK are a partnership of urgent healthcare social enterprise providers who cover 64% of the UK population. The awards have achieved the prestigious Award Trust Mark accreditation. This recognition reinforces UHUK's commitment to excellence, transparency, and fairness in celebrating the best in social enterprise urgent health care.

To find out more about GMUPCA visit: www.gmupca.co.uk

To find out more about UHUK please visit: <https://www.urgenthealthuk.com/>

To find out more about Trust Mark Accreditation, please visit: <https://awardtrustmark.org/trust-mark-accredited/>