

GMUPCA WINS GOLD NATIONAL AWARD AT URGENT HEALTH UK AWARDS 2024



The Greater Manchester Urgent Primary Care Alliance (GMUPCA) are proud to announce that we have won 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 award can be found below:

TECHNOLOGICAL INNOVATION AWARD : *GOLD AWARD WINNER*

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).

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



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 NWS clinician intervention.

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

"Thrilled that the GMUPCA has received the UHUK Award for Technological Innovation!"

This award recognises our collaborative work with NHS England, NWS (North West Ambulance Service NHS Trust), GMICB, NW&GMDOS, OneAdvanced, and the Greater Manchester Urgent Primary Care Alliance (GMUPCA CIC) on the Booking and Referral Standard (BaRS)—a first-of-type implementation of the new NHS digital referral standard now set to transform patient care permanently.

The BaRS initiative has created a streamlined, digital-first approach for urgent and emergency referrals, reducing response times, minimising telephony needs, and enhancing real-time communication across care systems.

Many thanks to Gemma Gray, John Peneveyre and Rachael Ingram who spearheaded our internal aspects and mutual congratulations to our colleagues at NWS, GMICB/NW&GMDOS Adastra/OneAdvanced and NHSE to have been part of this pioneering team effort that highlights the power of collaboration and innovation in healthcare.

Many thanks and well done everyone!"

Learn more about BaRS here: <https://digital.nhs.uk/services/booking-and-referral-standard>