

UHUK is a partnership of urgent and integrated healthcare social enterprise providers who cover 64% of the UK population.



Our vision is to actively shape UK health and care policy and to be recognised as leading innovation and local implementation of best practice in integrated and urgent care.

Services provided include:

- NHS 111
- Clinical Assessment Services
- Urgent Treatment Centres
- GP complementary services
- Out of hours
- At home, community and palliative care
- Virtual wards
- A&E triage and treatment

All UHUK member organisations follow social enterprise principles, meaning any surpluses are reinvested into services or communities. They employ thousands of people and are proud members of their local communities.



Our providers don't always get the same recognition as other areas of the health and care system, but they are just as vital to the people who use them and to the NHS as a whole – especially in winter as the need for services surges.

"Every year we see and treat millions of patients right around the UK who would otherwise call an ambulance, go to A&E, or visit their GP. This frees up these services for people who need them most and allows for limited resources to be redirected back into other health and care services.

"We are leading the national development and local implementation of best practice in urgent and integrated care through our Innovation Programme while we deliver frontline services every day, working with partners to keep people well, independent and at home.

"We want to bring that knowledge and spirit of collaboration to the table, working with policymakers to shape the future of urgent and integrated care in the NHS."



Conor Burke
Chief Executive, UHUK



45M
people covered



1M+
calls to Out of Hours and 111 services every month



Around
2000 GPs
and thousands of Advanced Nurse Practitioners, Paramedics and other allied healthcare professionals



14M+
patient consultations a year



250k+
home visits a year



Uses approx.
0.3%
of the total NHS budget –
less than £36 per patient consultation

Members

- | | |
|---------------------------|--|
| 1. Badger Group | 15. NHS 111 Wales (Associate Member) |
| 2. Bedoc | 16. NHUC |
| 3. BrisDoc | 17. Northdoc Medical Services (Associate Member) |
| 4. CHoC | 18. Primary Care 24 (PC24) |
| 5. Dalriada Urgent Care | 19. PELC |
| 6. DHU Health Care | 20. Salford Primary Care Together (SPCT) |
| 7. FCMS | 21. SELDOC |
| 8. FedBucks GP Federation | 22. ShropDoc |
| 9. IC24 | 23. Suffolk GP Federation CIC |
| 10. Kernow Health CIC | 24. Western Urgent Care |
| 11. LCW | |
| 12. Local Care Direct | |
| 13. Mastercall | |
| 14. NEMS | |

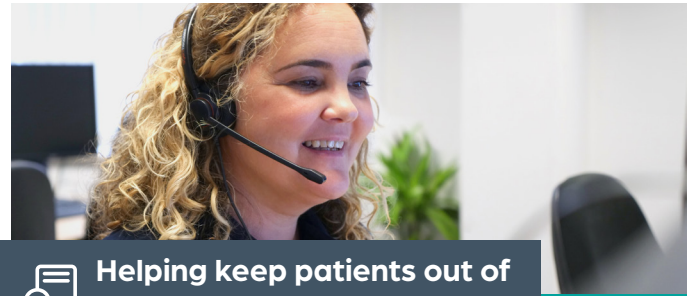


Safeguarding emergency services for those who need them most

In the Midlands, DHU Healthcare has a team of more than 3,500 health advisors, doctors, nurses, and allied health professionals, and last year helped avoid more than 200,000 ambulance journeys and 50,000 A&E attendances.

Its 111 service took 3.5 million calls, and by treating and caring for people in community-based services, DHU prevented non-essential hospital admissions.

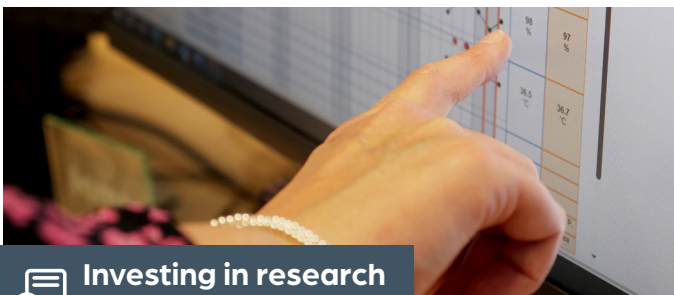
Results like these are being achieved by members across the country – a huge weight lifted off our health and care systems.



Helping keep patients out of hospital with innovation

In Blackpool and surrounding areas, 400 local patients have been cared for by FCMS through specialist virtual wards and remote monitoring using state of the art technology. The programme has seen 95% of patients avoiding hospital admission.

Virtual wards are an innovation that became vital in supporting Covid-19 patients and are an example of the sector's ability to respond to health challenges at pace and scale.



Investing in research and problem solving

Working with the University of Warwick, the UHUK Innovation Programme has created new solutions to help address key issues facing the NHS, including:

- Creating ways to share information to improve call handling time and improve pathways assessments
- Providing symptom specific worsening advice to patients and healthcare services to save time, improve safety and reduce inappropriate re-attendance
- Improving patient expectation through queue management information.



Supporting people to die at home with dignity

Palliative care services across the UK support patients to live as well as possible towards the end of their lives.

In Shropshire and Powys, teams from Shropdoc visit patients in their home when their GPs are closed at night, on weekends and bank holidays.

Working closely with the local hospice and primary care colleagues, the palliative care team sees over 4,000 patients a year, allowing people to die at home with dignity, surrounded by their loved ones.