

MASTERCALL RECEIVE “OUTSTANDING PATIENT SAFETY CULTURE” AWARD AT UHUK AWARDS 2023

Mastercall was proud to receive an award for an “Outstanding Patient Safety Culture” at the Urgent Healthcare UK Conference on 1st November 2023.



Urgent Healthcare UK is a group of likeminded Social Enterprise Out of Hospital Urgent Care Providers, who get together to support each other, share learning and drive up standards in our area of healthcare. Urgent Healthcare members now provide care to 60% of the UK population and has members in Ireland. As part of our drive for continuous quality improvement, we have an external independent audit conducted by Audit South-West. The audit is a rigorous searching examination of the views and lived experience of our staff, what it is like to work at Mastercall, and more importantly the services we deliver to our patients.

The Audit is carried out annually and benchmarked with fellow organisations. Our award recognises that Mastercall consistently scores at the highest level of performance.

Below are some thoughts from Dr Rooney, our Medical Director and Rachael Ingram our Head of Clinical Operations Stockport about this award.

I am delighted that Mastercall has had this welcome recognition, particularly as I am aware how hard colleague organisations in UHUK work to provide top quality services. I hope everyone at Mastercall can share the pride in receiving this award, it is great to know we are appreciated.

*Dr Michael Rooney,
Medical Director, Mastercall Healthcare*



I am so proud that Mastercall has been recognised for the work we all do for our patients. This recognition award of having an ‘outstanding patient safety culture’ is a credit to each and every one of the team at Mastercall, so thank you so much. We will continue to strive to deliver high quality care and do the best we can and be proud of what we do.

*Rachael Ingram,
Head of Clinical Operations, Stockport, Mastercall Healthcare*

