

## Case Study

# The Greater Manchester Care Record (GMCR): Transforming Care Through Shared Data



### Overview

Health and social care organisations in Greater Manchester have established the GM Care Record (GMCR), a shared care record which amalgamates essential information for 2.8 million citizens and is used by over 25,000 health and social care professionals each month to deliver care across the region's 10 localities.

The GMCR was a massive programme delivered at speed and played a crucial role in the regions Covid-19 response. It is a partnership between the GM Health and Social Care Partnership, the 10 GM localities, Health Innovation Manchester and technology provider Graphnet.

This digital enabler is now a core part of the region's provision of care. Graphnet's Shared Care Record collates information from and provides information to over 500 health and social care organisations.

Data held includes: appointments and visits, assessment and test results, care packages and critical clinical support requirements such as allergies, medications and alerts.



“Frontline staff love it, the system loves it, and the patient needs it.”

*Digital Innovation Director at Health Innovation Manchester, on the GMCR*

## Enhancements to the GMCR (June 2025)

The GMCR is continually evolving to better meet the needs of its citizens, as well as the clinicians and health professionals serving their population. Innovation is actively transforming Greater Manchester, as illustrated by the following recent developments:

- Clinicians now view over 380,000 patient records each month via the GM Care Record, a 36% increase from June 2024.
- Based on current usage the GM Care Record is estimated to provide over £15 million per annum in productivity benefits, due to time saved by clinicians.
- Critical care plans for frailty, dementia, and end-of-life care are now live and in use across the region.
- Almost 20,000 patients have been identified through the GMCR as eligible for novel cholesterol-lowering therapies, demonstrating its value in proactive, population-level healthcare management.

## The rationale

The GM record sharing programme was started as part of a national drive to ensure a consistent record and shared view of citizen's care, that made vital information accessible across local areas to support joined up, safer care.

Before the GMCR, different localities had made considerable progress in creating shared care records locally (e.g. Manchester Care Record, Stockport Integrated Digital Care Record and Salford Integrated Record). However, information remained siloed, inconsistent and not always available from all settings, leaving practitioners and carers reliant on outdated methods such as phone, fax or paper-based systems. Where digital records existed, they were largely confined within individual locality boundaries and failed to account for how patients moved around the region. Though targets for improving information sharing had been set, they varied by area, prompting a regional mandate to adopt a more coordinated and consistent strategy.

A 'war room'-style programme was launched in March 2020 to support Greater Manchester's Covid-19 response. This initiative accelerated the deployment of the consolidation of citizens' records into the GMCR, turning months of progress into weeks.

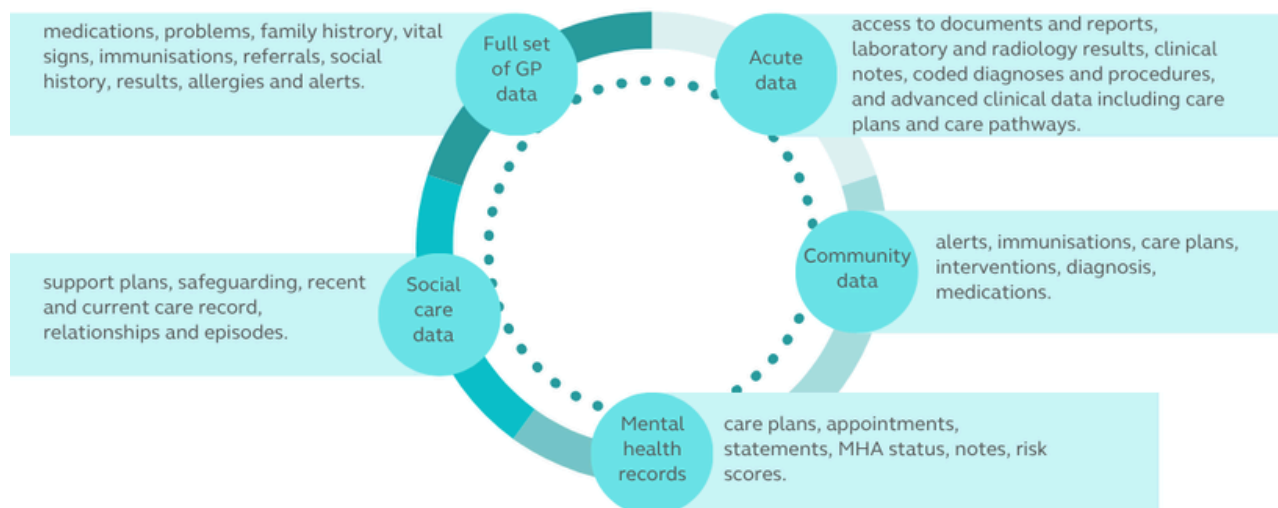
## The solution

The GMCR, powered by Graphnet's Shared Care Record, connects multiple core systems from different vendors and shares information between them to deliver a unified, detailed patient record that includes both health and social care data.

Information is available to authorised professionals where they need it, at the point of care across primary care, secondary care, mental health and community trusts, out-of-hours services, specialist trusts (including The Christie), social care and ambulance services and is used to improve care provision and decision-making.

The shared care record is embedded in host systems, so users can access the solution from their local application of choice, in patient context, with single sign-on.

## Information Shared Includes:



As part of the Covid-19 support, new functionality was introduced including:

- A Covid-19 status summary tile on each citizen's record
- Remote monitoring
- Population health tools to support patient selection and enrolment onto care pathways (e.g. pulse oximetry monitoring)
- Additionally, the Shared Care record supports the creation of service plans for individuals with long-term or complex conditions. These include:
  - Normal health baselines
  - Crisis plans
  - Informal care and next-of-kin details
  - Integration with the shared record

## Benefits

### Supporting frontline staff to deliver care

The GMCR is seen as a key enabler for integrating health and social care services and as a blueprint for involving patients in shaping their own care pathways. Having the full patient background is helping to drive more efficient and informed decision making.

Staff in all settings spend less time finding out information about the people in their care, which means that they have more time released to care for their patients. The feedback from staff provides clear evidence of the improvements made possible by integrating care.

“ It has had a huge impact. For example, now I can see the GP records for a patient who lives in Wigan, which was impossible before. As a consultant in a big tertiary centre, it makes a huge difference. Most patients wouldn't think that would be such a transformative thing, but it is. Clinical decision making is simpler as we now have up-to-date information on test results, care plans, medications and social care support. ”

*Binita Kane, Consultant Respiratory Physician, Manchester University Foundation Trust*

“ One person I support had been waiting for an outpatient appointment but had not had a letter. On checking the GMCR, the appointment was detailed with date and time. I was able to contact the department to confirm and then let my gentleman know the details. He never had a letter so would have missed the appointment otherwise. ”

*Social worker, user of the GMCR*

## Improved patient experience

Everyday there are thousands of examples of improved patient experiences arising from the sharing of information.

- Patients do not need to repeat medical history or social care information every time they encounter a new member of staff, service or organisation. For vulnerable citizens who may not be able to articulate their specific needs, this is pivotal.
- Individuals' treatment can progress quicker without delays and repeat assessments and tests can be avoided, as clinicians can see existing results and notes.
- Hospital stays are shorter as clinicians understand patient's normal support structures and care plans along with contact details for those involved in their care.
- Out-of-hours clinicians have insight into existing care relationships and services to provide support that is more customised to their specific needs.
- Community teams can start planning support services as soon as someone is admitted to hospital, so discharge can be smoother and more rapid.

The GM programme is now embarking on a public engagement exercise, working in collaboration with the University of Manchester, to understand and develop patient benefits further.

## Regional impact

Greater Manchester's densely populated and mobile population means there are particular benefits to their coordinated care approach. For example, Tameside residents with a suspected stroke will be taken to the specialist stroke centre at Stepping Hill Hospital. Stroke clinicians can look up medical history on the spot, check their medications and move immediately to provide safe, swift and specialist treatment that can make a huge difference to their stroke recovery.



If patients from Bolton, Oldham or Trafford are referred to a specialist hospital such as The Christie, practitioners will have full clinical background information at their fingertips, resulting in faster treatment and better patient outcomes.

## Efficiency and financial savings

The shared care record is expected to lead to significant efficiency and financial savings. A benefits programme has been established to study and develop them further.

The early benefit findings are being independently validated by the University of Manchester.

Early usage analysis in Manchester city, where care plans are co-ordinating care for **6,000 people** with complex needs, shows an **8% reduction** in overall hospital activity (**9% in costs**) for patients with integrated care plans. A&E attendances and emergency admissions are **down 19% and 15%**, with financial **savings of 17% and 8% respectively**.

The GM Care Record stands as a national example of how Shared Care Records can transform the delivery of care across a region. With strong partnerships, cutting-edge technology, and measurable benefits to clinicians and patients alike, Greater Manchester is unlocking the power of data to deliver safer and more personalised care.

## PACS Viewer Integration Transforms Radiology Access in Greater Manchester

PACS Viewer integration will enable radiology images to be viewed within the Greater Manchester Care Record (GMCR), advancing joined-up care across the region.

Starting the week of July 14<sup>th</sup> 2025, healthcare professionals across Greater Manchester can now access radiology images directly through the Greater Manchester Care Record (GMCR). This marks a major step in digital health innovation, enabling clinicians in hospitals, GP surgeries, and community settings to instantly view patients' full list of radiology images via the GMCR, powered by Graphnet Health.

This first phase of the GM PACS Viewer project aims to reduce diagnostic delays, streamline care coordination, and enhance patient outcomes. It also supports the region's broader ambition to deliver integrated, neighbourhood-based care.





“ Making radiology images accessible in real time is a huge step forward for clinical decision-making. It’s a clear example of how smart digital infrastructure can improve outcomes and reduce duplication. ”

*Malcolm Whitehouse, Chief Digital Information Officer,  
NHS Greater Manchester.*

## Building on proven Impact

The GM Care Record is already widely used, with clinicians viewing over 380,000 patient records monthly—a 36% increase since June 2024. This growth is delivering real productivity benefits, saving an estimated £15 million annually in clinical time. The system has also been instrumental in identifying patients eligible for new treatments and managing critical care plans.

## A More Connected, Patient-Centred Model

The PACS Viewer enhances integration of imaging data, allowing healthcare professionals to access images with one click, alongside other patient records. This improves continuity of care and ensures richer clinical context. It’s expected to benefit specialists, primary care, and community teams alike. Key benefits include:

- Faster diagnostics
- Streamlined workflows
- Improved care coordination
- Access to comprehensive patient data in one place

The viewer has been rigorously tested, and a second phase, due later this year, will add access to detailed radiology reports and metadata.

## Safety Medication Dashboard (SMASH) provides digital tools that improve prescription safety & reduce patient risk

NHS Greater Manchester, Health Innovation Manchester, and the NIHR Greater Manchester Patient Safety Research Collaboration won the Improving Medicines Safety Award at the 2024 HSJ Patient Safety Awards for their SMASH

The SMASH programme, which now supports **2.8 million people** across the region.

Prescription errors are a major patient safety concern, with over 2.7 million items dispensed daily across England. Greater Manchester aimed to scale an effective local solution to improve medication safety at a population level.

SMASH is a digital dashboard developed by the University of Manchester to flag potential harms in prescribing using evidence-based indicators. Following a successful trial in Salford (2015–2018), which saw patients at risk of harm from hazardous prescribing drop by 40% in 12 months, the programme was successfully redeveloped within the GM Care Record (powered by Graphnet) to reach a much wider audience across Greater Manchester.

Now accessible to GPs, pharmacists, and primary care teams across the region, SMASH provides real-time alerts and feedback to help reduce medication-related harm. The approach has demonstrated measurable improvements in safety and care quality.

“ **This is a real-world innovation with demonstrable impact upon patient safety across 2.8 million people. SMASH is a leading example of how digital innovation and collaboration can drive safer prescribing and transform patient safety at scale.** ”

*Dr. Gareth Thomas, Digital Innovation Director, NHS Greater Manchester & Health Innovation Manchester of the SMASH project said:*



## Empowering Care Through the GMCR and ‘My GM’ Care App

The Greater Manchester Care Record (GMCR) is a unified digital platform designed to equip frontline professionals with real-time access to critical patient information from GP practices, hospitals, and other care providers. The goal? To support faster, better-informed decision-making and improve patient outcomes across the region.

“ **We have an opportunity with the GMCR to share patients’ information with their consent with other professionals, noted a GMCR project lead. That means everyone involved can work towards the same care goals.** ”

*GMCR project lead*

In 2023/2024, Health Innovation Manchester led efforts to expand the GMCR, aiming to boost clinical usage by **20%** and significantly reduce duplication of work and patient questioning. This digital evolution included:

- New digital care plans for end-of-life, dementia, and heart failure.

The launch of the ‘My GM Care’ app, enabling patients to contribute personal preferences, self-record key health metrics (e.g. blood pressure, mood), and directly influence their own care.

*Dr. Saif Ahmed, Clinical Digital Lead at Health Innovation Manchester commented:*

“ **This is a great step in ensuring reduced variability of care across Greater Manchester.** ”

A standout feature is the GMCR EPaCCS – the Electronic Palliative Care Coordination System – which ensures compassionate and coordinated end-of-life care by making patient preferences visible to all involved professionals. It enables a truly person-centred approach, supporting seamless transitions across services.

With over 380,000 records accessed monthly and a 36% rise in users since June 2024, GMCR is rapidly becoming a critical enabler of proactive, standardised care. The system is replacing paper-based, reactive models with integrated, digital care delivery — particularly impactful in a region facing major health inequalities.





*Dr. Amir Hannan, GP, commented:*

“ **My GM Care could be the next game changer for the residents of Greater Manchester... helping to plan future care alongside the NHS app.** ”

*Patients like Cathy also shared their perspective:*

“ **Having personal and practical details accessible to professionals makes all the difference — especially in a crisis.** ”

Co-developed with Graphnet, Dementia United, and the Pumping Marvellous Foundation, these tools are part of a broader digital transformation strategy to empower individuals, reduce care fragmentation, and standardise quality care across Greater Manchester.

With pilot success in Tameside and Glossop, the wider rollout of these innovations is underway — bringing shared care, patient empowerment, and digital transformation closer to reality for 2.8 million people across Greater Manchester.

