

MASTERCALL'S SHEILAGH ARMSTRONG WINS NATIONAL 'URGENT CARE HERO' AWARD AT UHUK BEST PRACTICE AWARDS SHOWCASE 2025

The recent UHUK Best Practice Awards Showcase on 3rd April 2025, shone a light on some truly inspiring individuals and we're incredibly proud that one of them was our very own Sheilagh Armstrong. Pictured opposite, Sheilagh receiving her award from UHUK Chair, Nigel Gazzard.



Sheilagh, Advanced Nurse Practitioner at Mastercall, based at The Wellspring, was honoured with the UHUK Urgent Care Hero Award for her outstanding work supporting people experiencing homelessness.

Sheilagh's compassion, dedication, and unwavering commitment are nothing short of extraordinary. Her ability to build trust with some of society's most vulnerable individuals is a true testament to her empathy, resilience, and strength of character. She consistently goes above and beyond, making a meaningful difference to service users and colleagues alike.

Sheilagh's remarkable career in healthcare has spanned over 40 years.

Speaking about Sheilagh's award, our CEO Michaela Buck said:

"I am delighted that Sheilagh has been awarded the Unscheduled Care Hero award by UHUK in recognition of the amazing work that Sheilagh does to support the more vulnerable members of our community. Sheilagh's commitment, dedication, compassion, empathy, care and kindness are an inspiration and a true gift to so many. You are the 'Pride of Mastercall' Sheilagh."

We also spoke with Sheilagh who had this to say:

"I feel very honoured to receive this award, not for me personally because after 45 years in nursing I feel incredibly lucky to still do a job which I love. The recognition of the need to think outside of "normal" and make connections with people who struggle to engage with services or trust people is welcome. I feel privileged to be in the position to offer accessible health services and have the time to give which is needed to build the relationships required to achieve positive outcomes."

The support and understanding I have from Mastercall and the people who commission this work is vital, it is not work which shows its value in data sheets, this kind of work takes time and time is a resource not many healthcare professionals are in a position to give."

We are extremely proud of Sheilagh on this well-deserved recognition.

Mastercall remain proud supporters of The Wellspring in Stockport, providing healthcare services 5 days a week. It is a fantastic charity that support the people of Stockport who are homeless or at risk of losing their home. The care provided is outstanding. They respond to a combination of issues surrounding housing, physical & mental health, domestic violence, substance misuse, debt, unemployment, illiteracy and social exclusion.

To learn more about The Wellspring please visit: www.thewellspring.co.uk

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