



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report December 2024

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**Working together
for a healthier future**



HWE Shared Care Record Utilisation – Partner benchmarking September 2024

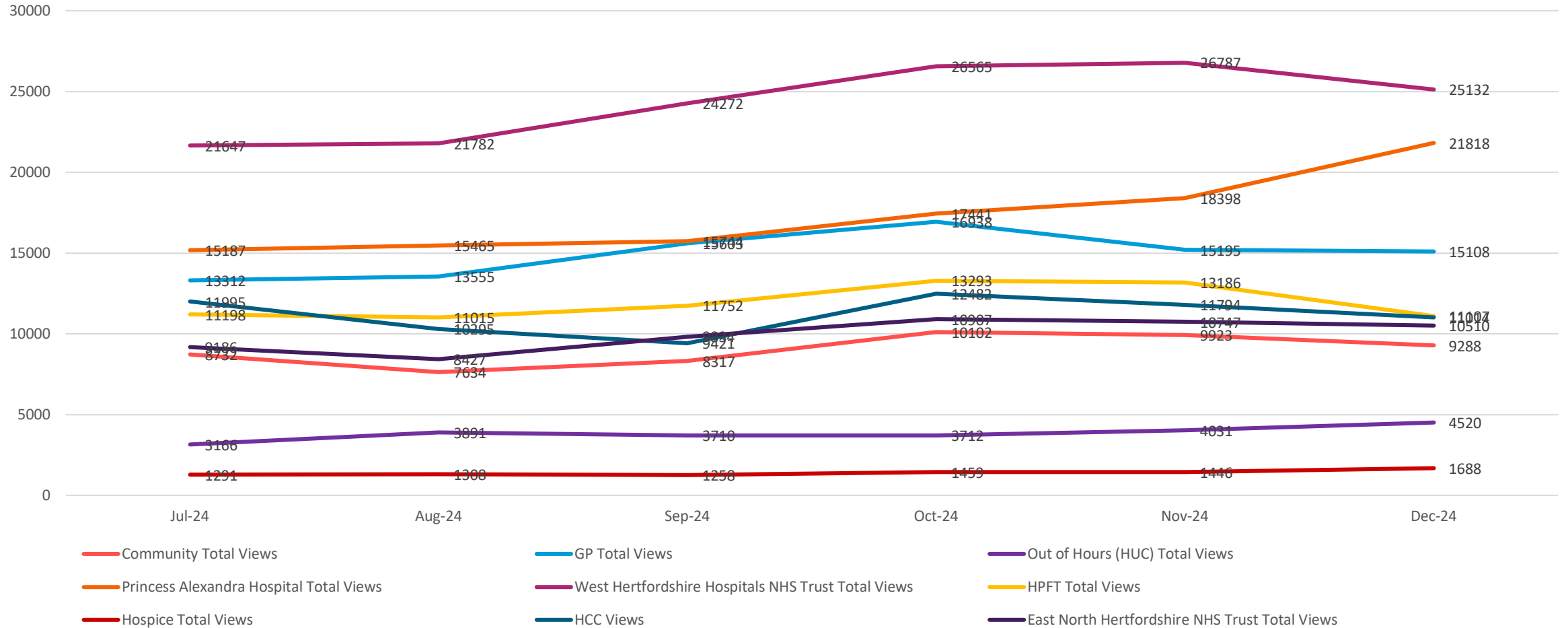
Partner	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			Users as % of total clinical/practitioner headcount*
	Jun 2024	Dec 2024	Trend over 6 months (% change)	Jun 2024	Dec 2024	Trend over 6 months (% change)	
PAHT	13442	21818	↑ + 62%	854	1328	↑ + 56%	38%
WHTH	17569	25132	↑ + 43%	1169	910	↓ - 22%	36%
ENHT	8013	10510	↑ + 31%	829	833	0%	22%
HPFT	11706	11107	↓ - 5%	930	548	↓ - 41%	45%
HCC	9534	11014	↑ + 16%	512	589	↑ + 15%	44%
HCT	4507	5615	↑ + 25%	390	422	↑ + 8%	28%
CLCH	2334	2533	↑ + 9%	261	280	↑ + 7%	Data not available
HUC (OOH)	2986	4520	↑ + 51%	329	383	↑ + 16%	Data not available
Hospices	1371	1688	↑ + 23%	102	135	↑ + 32%	Data not available
GP Practices	12085	15246	↑ + 26%	1071	1192	↑ + 11%	Data not available
TOTAL	83547	109183	↑ + 31%	6447	6620	↑ + 3%	

* Total clinical headcount calculated from <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics> November 2023 figures adjusted to remove administrative accesses to the HWE ShCR. NB: Figures for HCC calculated from number of staff who have been provided access to the HWE ShCR.

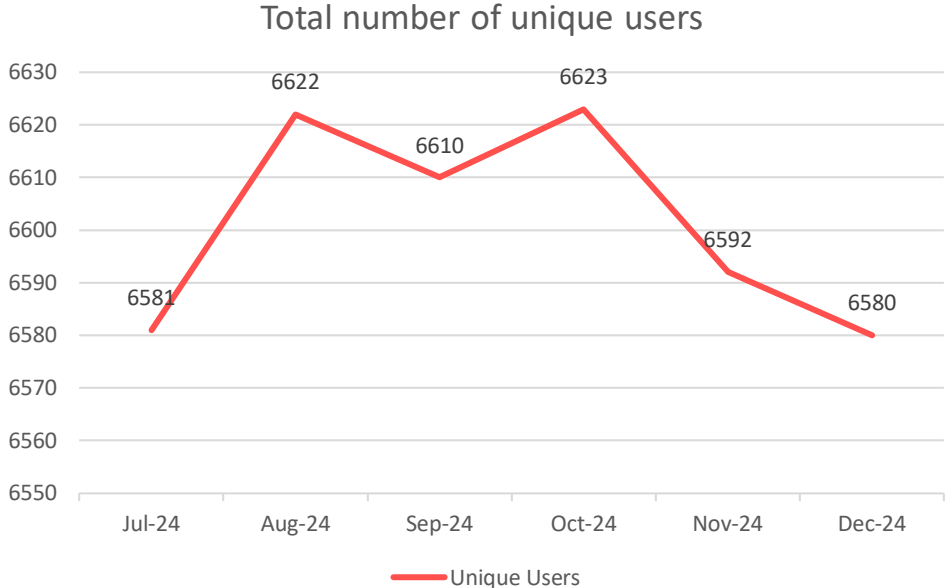
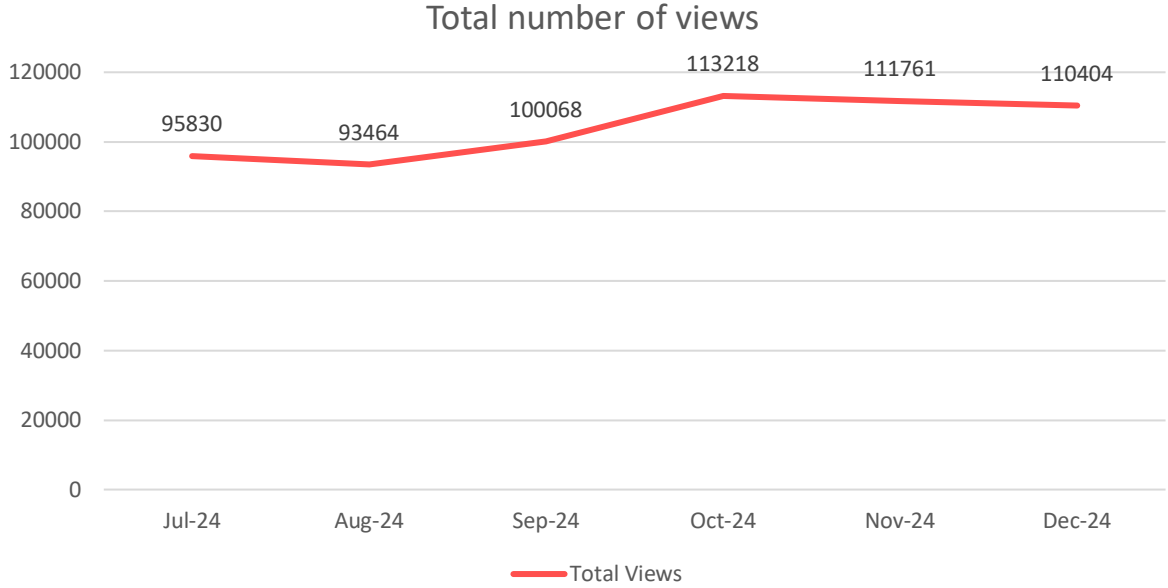


HWE Shared Care Record Utilisation - Overview

HIE Views per Month by Organisation



HWE Shared Care Record – Total Views and Unique Users



Hertfordshire and West Essex Integrated Care System

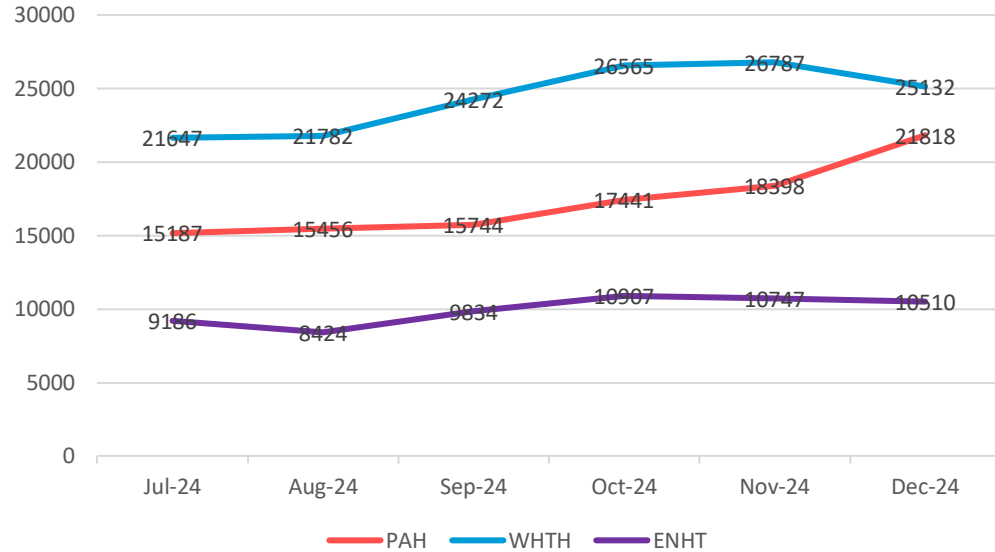


NHS Trusts

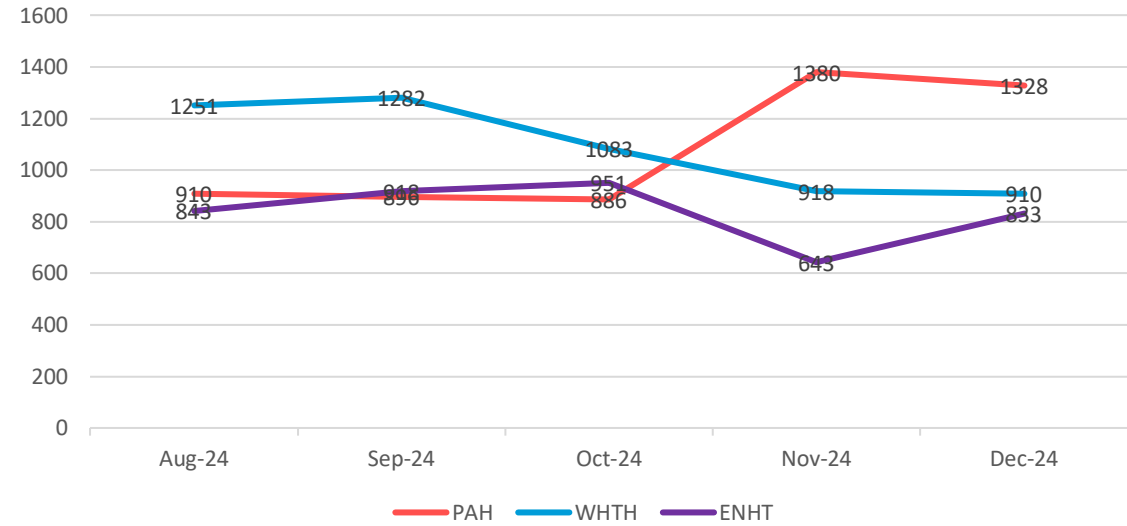
PAH, WHTH, ENHT, Mental Health & Learning Disability Trust HPFT

HWE ShCR Monthly Views and User insights - Acute

Acute views per month



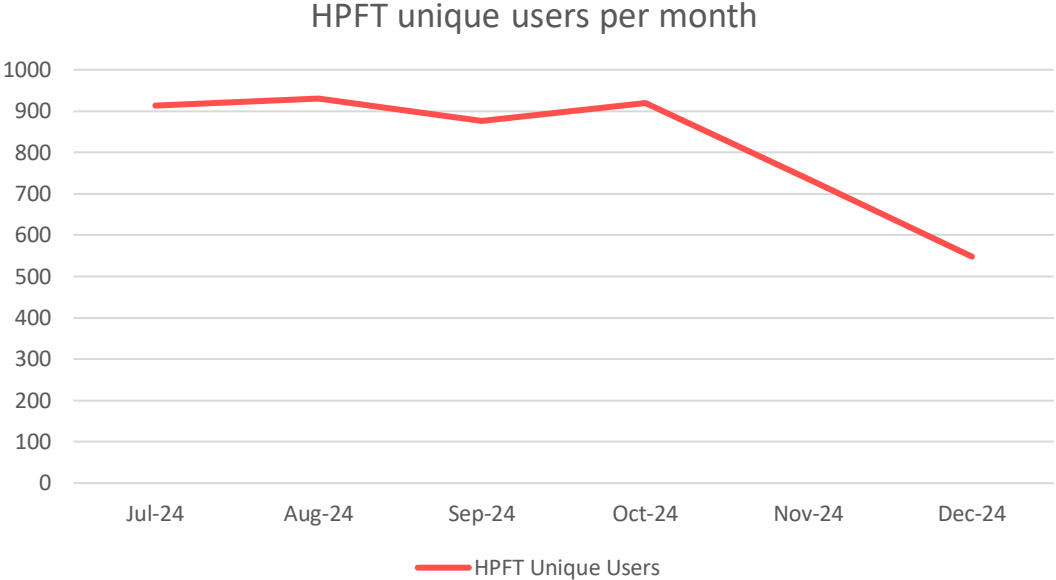
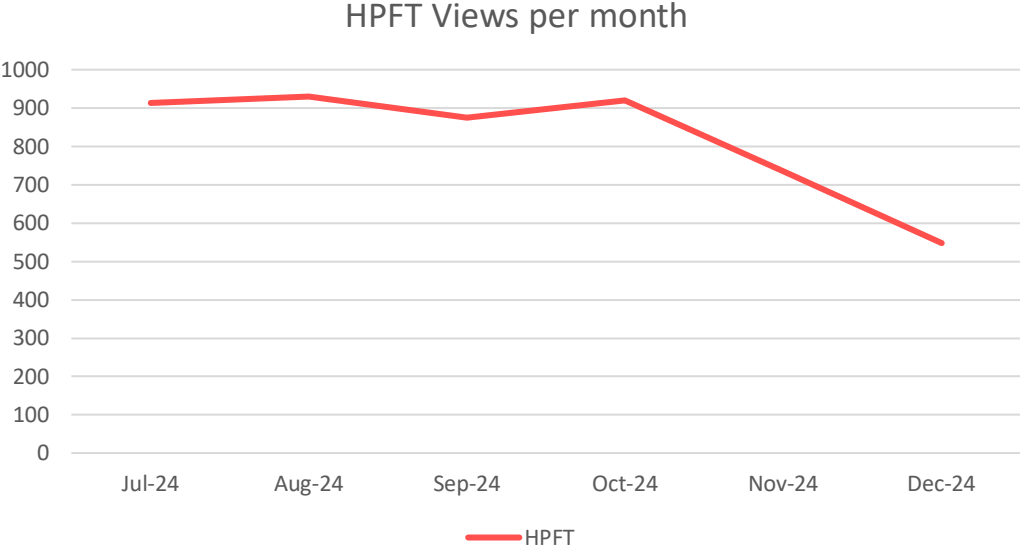
Acute unique users per month



Provider	PAH	WHTH	ENHT
Average Views per User	16	28	13



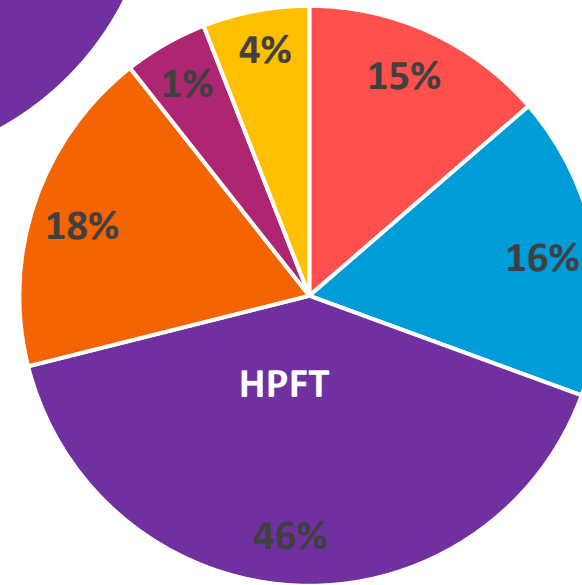
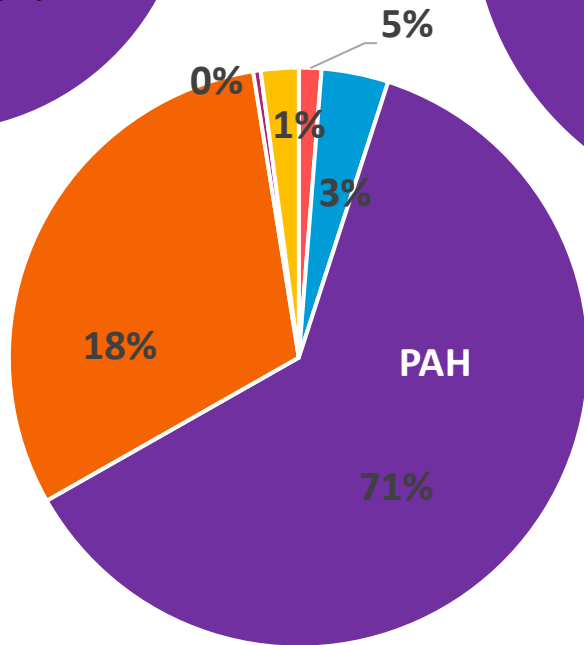
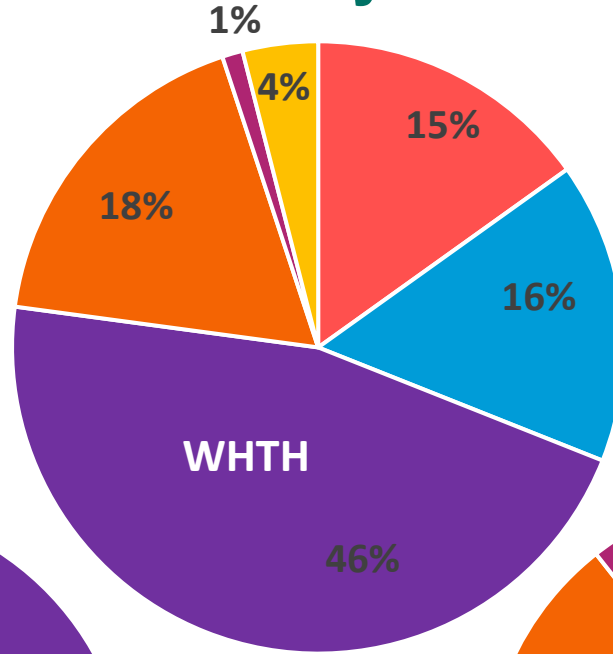
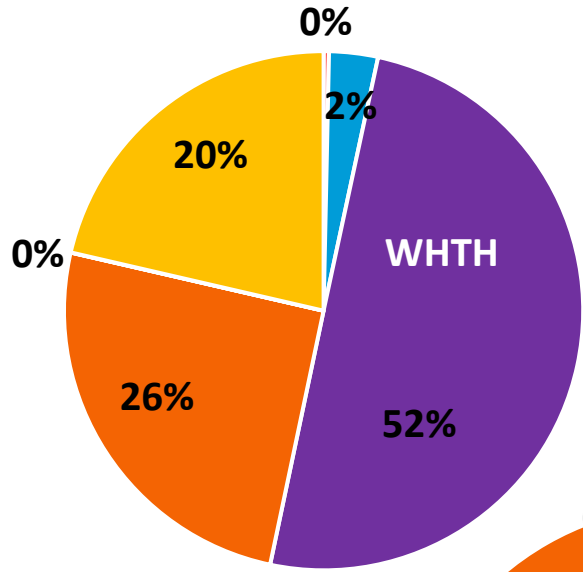
HWE ShCR Monthly Views Overview by Mental Health & Learning Disability Trust HPFT



Provider	HPFT
Average Views per User	20



HWE ShCR Monthly Views Overview by Job Role – Acute and Mental Health



- Administrative
- AHP
- Doctor
- Nurse
- Other
- Pharmacy

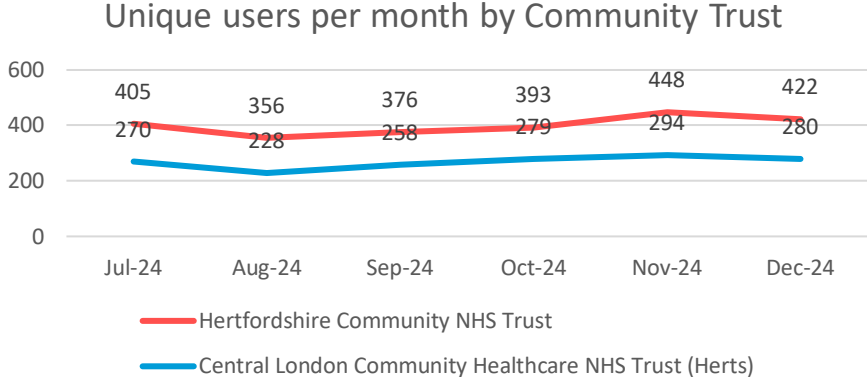
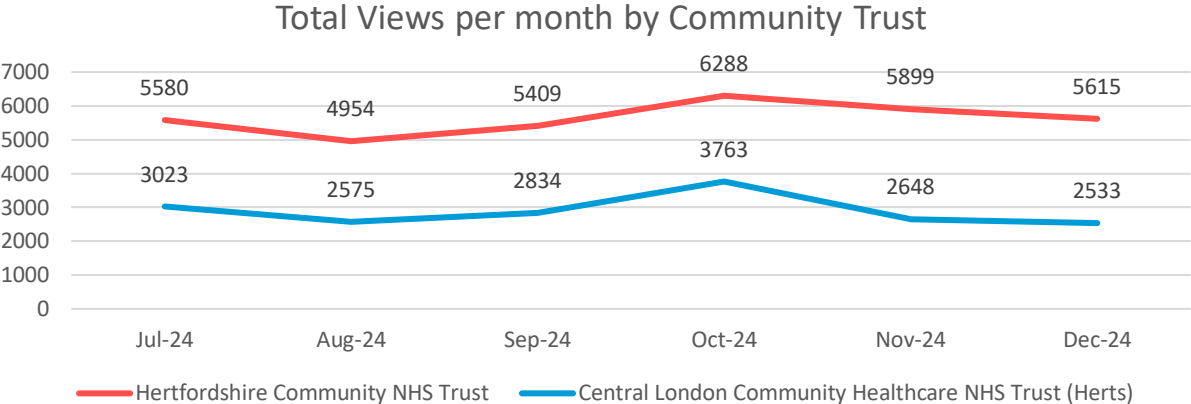


Hertfordshire and West Essex Integrated Care System



Community Providers

HWE ShCR Monthly Views Overview by Community Trust



Provider	HCT	CLCH
Average Views per User	13	9



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
East & North Herts Respiratory Care Service	306	220	350	388	414	402
Herts PHN - Dacorum and St Albans	530	297	344	482	478	388
Herts PHN - Watford, 3 Rivers and Hertsmere	171	131	129	209	181	171
Herts Valley Integrated Diabetes Service	651	490	441	686	521	461
Hertfordshire Diabetes Service	104	77	186	91	104	94
East and North Herts Podiatry Service	37	27	36	30	32	23
West Herts Nutrition & Dietetics	138	167	204	229	142	259
HCT Business Unit	0	0	0	0	0	1
HCT Prevention of admission	1094	1043	1213	1577	1563	1444
East & North Herts Integ Comm Team - Welhat	299	324	392	307	317	268
East and North Herts Adult Bladder & Bowel Care Service	2	1	0	0	0	0
East & North Herts Discharge Unit	1	4	0	14	9	16
East & North Herts Integ Comm Team - Lower Lea Valley	55	66	41	61	55	51
Central Midlands South CHIS	1	0	0	0	0	2
Hertfordshire Musculoskeletal Service	15	24	13	19	20	25
Hertfordshire Children's SLT Service	7	2	3	0	0	1
HCT EPR Core - HCT	59	56	78	65	36	36
West Herts Diabetes Retinal Screening Service	452	519	523	368	287	177
Herts PHN - East Herts, Broxbourne and Welhat	175	151	128	173	152	135
Hertfordshire Community NHS PALMS Service	5	10	9	7	7	1
East & North Herts SLT Service Adults	29	8	12	4	11	28
East & North Herts Nutrition and Dietetics Service	36	27	27	19	10	9
East & North Herts Integ Comm Team - Upper Lea Valley	73	114	100	156	194	197
Herts Step2 Mental Health and Emotional Wellbeing	0	0	0	0	0	1



Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Herts PHN - North Herts and Stevenage	221	137	95	221	153	150
Mental Health in Schools Team	0	0	0	0	0	0
East & North Herts Integ Comm Team - Royston	19	15	11	34	92	42
East & North Herts Integ Comm Team Stevenage	290	270	241	233	261	292
East & North Herts Neuro Rehab Service	20	19	23	19	31	20
Hertfordshire Children's OT & Physio Service	28	50	39	31	52	36
West Herts Com Paeds	2	5	0	0	2	1
North Herts & Stevenage PCT Reporting	0	0	0	0	0	0
West Herts PCT Reporting Unit	0	0	0	0	0	0
East and North Herts Community Hospitals	37	31	10	4	3	7
East and North Herts Specialist Palliative Care	48	62	86	36	42	29
East and North Herts Tissue Viability	6	2	8	22	7	9
East & North Herts Clinical Navigator	0	0	0	0	0	0
HCT Reporting	0	0	0	0	0	0
East & North Herts Cheshunt Comm Hosp Nurses	0	0	1	0	0	0
East & North Herts Integ Comm Team - Stort Valley and Villages	13	12	14	2	18	15
East & North Herts Integ Comm Team - North Herts	268	289	271	426	305	506
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	1	0	8	0	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	1	30	59	36	31	18
East & North Herts Leg Ulcer Service	59	36	62	51	55	76
East & North Herts Skin Health Service	0	0	1	4	0	0
East and North Herts Lymphoedema Service	8	2	0	0	13	10



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	0	0	0	0	0	2
Herts Community Dental Service	0	2	1	0	2	1
Herts Sickle Cell Service	8	0	0	3	5	2
West Herts Children's Comm & Spec Nursing Service	210	180	184	231	230	148
West Herts Special School Nurses and Herts Transitional 14-21 Service	0	0	0	0	0	0
West Herts Children's Eye Care Service	0	0	0	0	0	0
West Herts Paediatric Audiology Service	0	0	0	0	0	0
Herts Children Looked After & Care Leavers Service	23	24	25	19	32	6
HCT EPR Core - WHHT	0	0	0	0	0	0
HCT EPR Core - ENHHT	0	0	0	0	0	0
HCT EPR Core - HCC	0	0	0	0	0	1
HCT - External EPR Core	0	0	0	0	0	0
HCT Macmillan Brain CARE Team	0	0	0	0	0	0
East and North Herts Maple Frailty service	20	11	28	17	13	15
East and North Herts Phlebotomy Service	0	0	0	0	0	0
HCT Urgent Viral Swabbing service	0	0	0	0	0	0
HCT Virtual Care home	0	0	0	0	0	0
HCT Covid-19 Rehab co-ordination Service	7	0	4	0	0	0
East & North Herts Care Co-ordination Centre	10	9	9	14	19	38
HCT CSAIS - Hertfordshire	2	0	0	0	0	1
HCT Acute Respiratory Hub	0	0	0	0	0	0



Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - CLCH

TPP Unit Description	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
West Herts Community Adult Health Service - St Albans & Harpenden	118	161	120	295	221	221
Herts Valley Discharge Unit	326	278	382	360	531	531
West Herts Specialist Palliative Care	131	148	141	101	118	118
West Herts Heart Failure Service	118	87	103	154	148	148
West Herts Community Adult Health Service - Dacorum	345	301	332	457	525	525
West Herts Community Adult Health Service - Hertsmere	302	242	280	284	248	248
West Herts Podiatry Service	54	57	50	41	67	67
Herts Valley Community Treatment Unit	74	97	71	112	116	116
West Herts Community Adult Health Service - Watford	386	270	310	397	338	338
West Herts Community Respiratory Service	195	189	256	343	371	371
Herts Tissue Viability	39	38	41	35	2	2
West Herts Stroke Early Support Discharge	149	125	125	156	139	139
West Herts Neuro Rehab Service	299	204	127	277	243	243
West Herts Adult SALT Service	105	120	165	230	239	239
West Herts Community Hospitals	319	208	272	438	397	397
West Herts Lymphedema Service	6	4	2	18	4	4
West Herts Cardiac Rehab	23	26	21	18	9	9
West Herts Leg Ulcer Service	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	8	0	0	1	0	0
West Herts CLCH West Herts Palliative Care Referral Centre	26	20	36	46	55	55



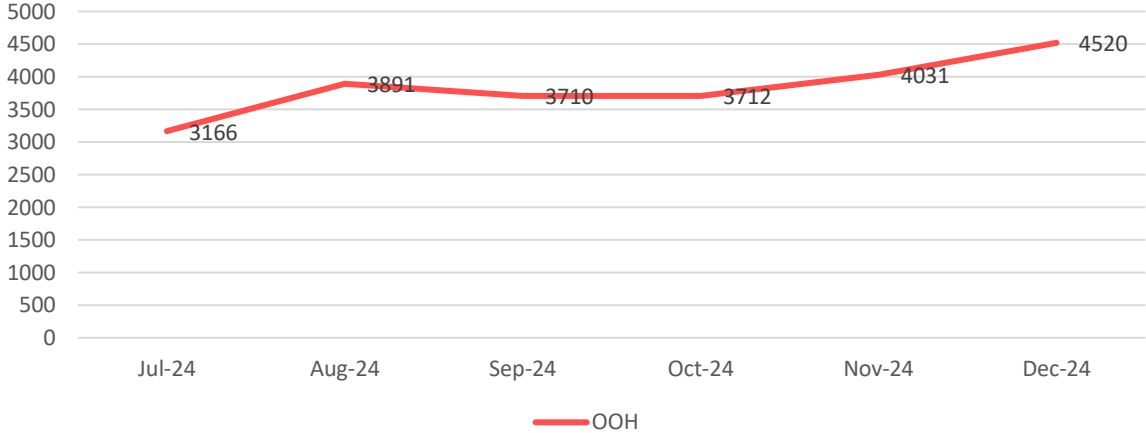
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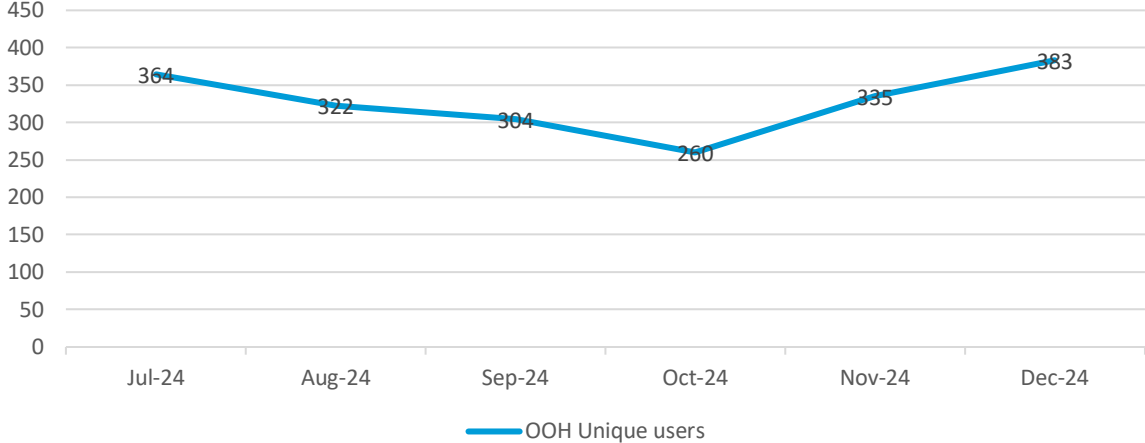
Herts Urgent Care Out of Hours

HWE ShCR Monthly Views Overview for Herts Urgent Care (HUC)

Total Monthly Views of HIE for Herts Urgent Care (HUC)



Total Monthly unique users of HIE for Herts Urgent Care (HUC)



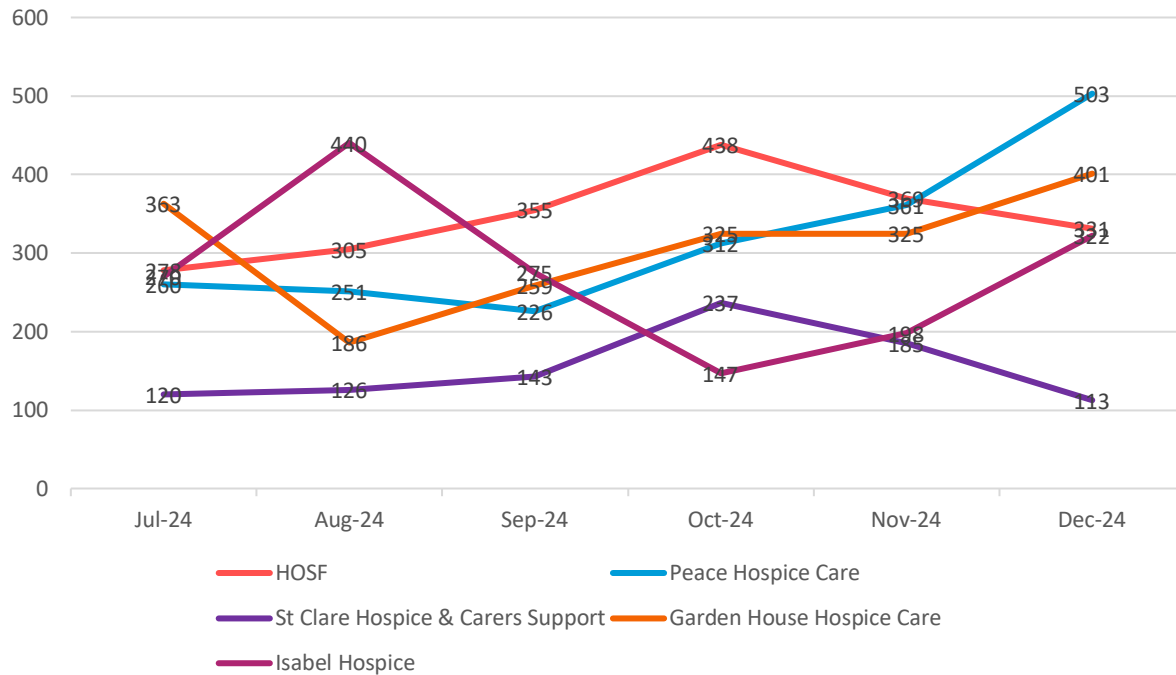
Provider	HUC
Average Views per User	12



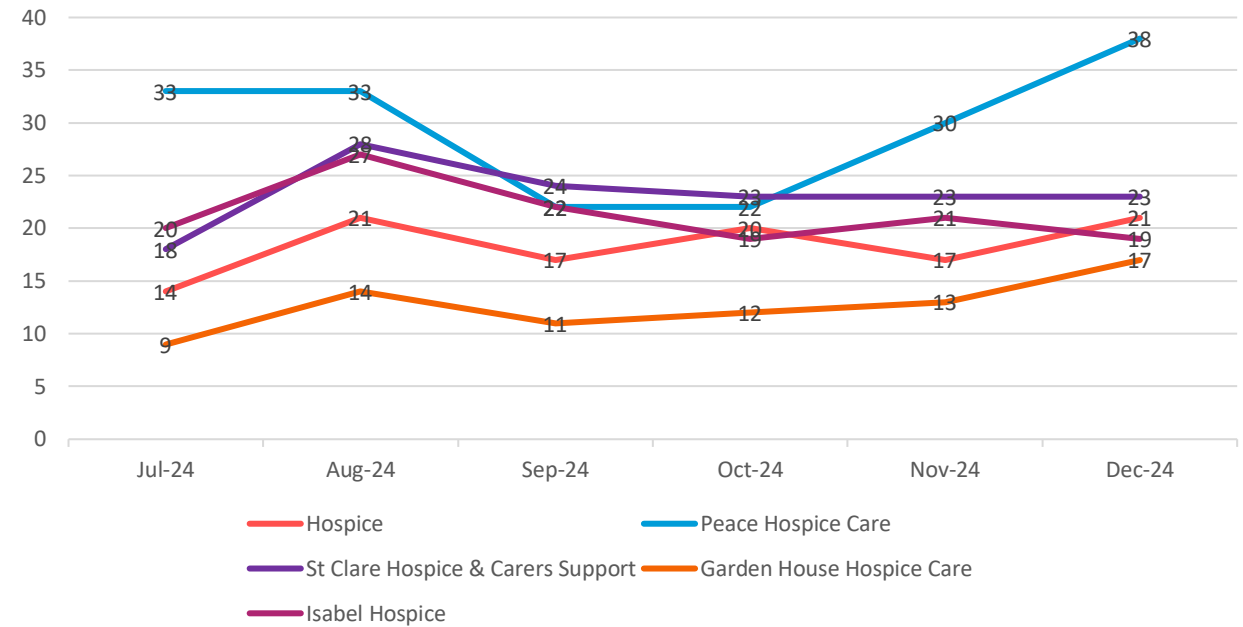
Hospice

HWE ShCR Monthly Views Overview for Hospices

Total Views by Hospice



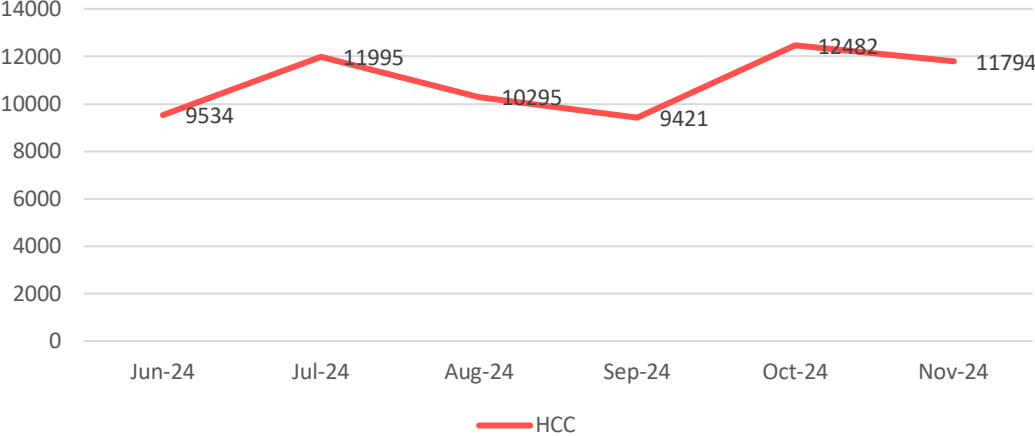
Unique Users by Hospice



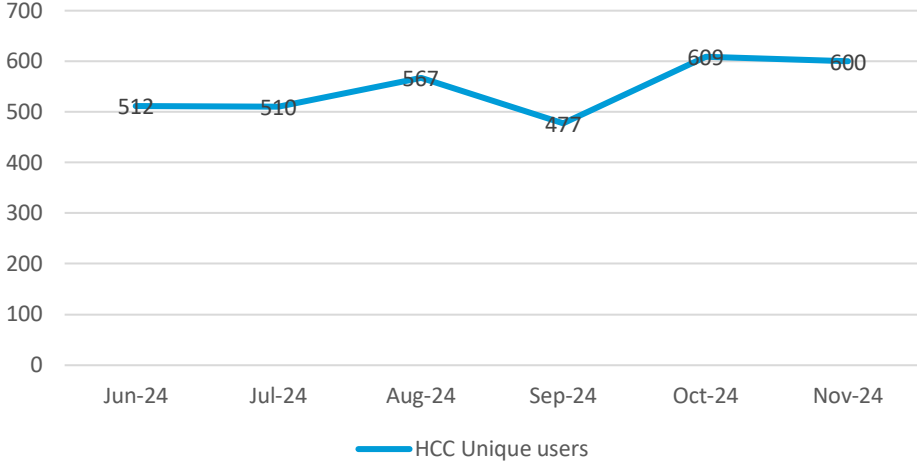
Hertfordshire County Council

HWE ShCR Monthly Views Overview for Herts County Council (HCC)

Total Monthly Views of HIE for HCC



HCC Unique users



Provider	HCC
Average Views per User	20



GP Utilisation



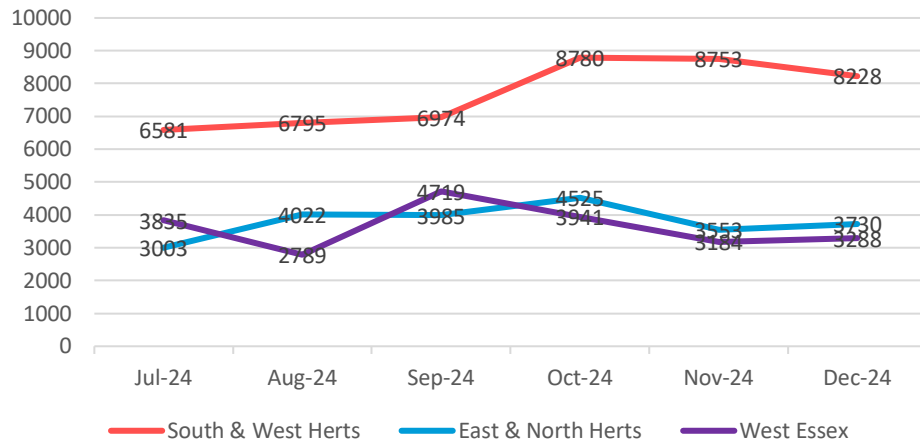
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HWE Shared Care Record Monthly Views Overview by Place

Place	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total number of practices using	116	116	119	119	116	118
% of HWE practices using	89%	89%	92%	92%	89%	91%
% of South & West Herts practices using	96%	96%	98%	98%	96%	98%
% of East & North Herts practices using	78%	82%	84%	82%	80%	80%
% of West Essex Practices using	83%	83%	87%	87%	87%	90%

Total Views by Place



Unique Users by Place

