



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report November 2024

Author: Jahnel Palmer

**Working together
for a healthier future**



HWE Shared Care Record Utilisation – Partner benchmarking September 2024

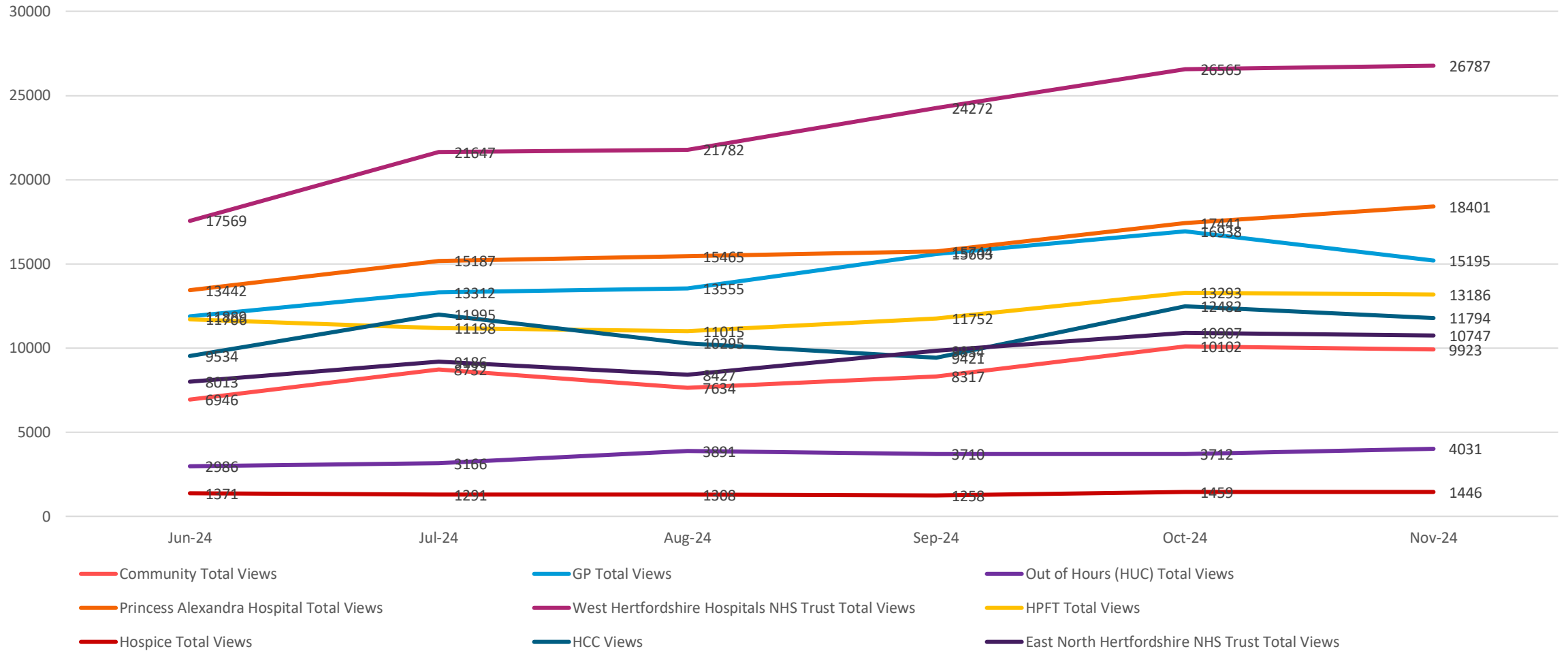
Partner	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			Users as % of total clinical/practitioner headcount*
	May 2024	Nov 2024	Trend over 6 months (% change)	May 2024	Nov 2024	Trend over 6 months (% change)	
PAHT	13442	18401	↑ + 37%	854	1383	↑ + 62%	38%
WHTH	17569	26787	↑ + 52%	1169	918	↓ - 21%	36%
ENHT	8013	10747	↑ + 34%	829	643	↓ - 22%	22%
HPFT	11706	13186	↑ + 13%	930	735	↓ - 21%	45%
HCC	9534	11794	↑ + 24%	512	600	↑ + 16%	44%
HCT	4507	5899	↑ + 31%	390	448	↑ + 15%	28%
CLCH	2334	3771	↑ + 62%	261	294	↑ + 13%	Data not available
HUC (OOH)	2986	4031	↑ + 35%	329	335	↑ + 2%	Data not available
Hospices	1371	1446	↑ + 55%	102	111	↑ + 9%	Data not available
GP Practices	12085	15490	↑ + 28%	1071	1188	↑ + 11%	Data not available
TOTAL	83547	111552	↑ + 34%	6447	6655	↑ + 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.

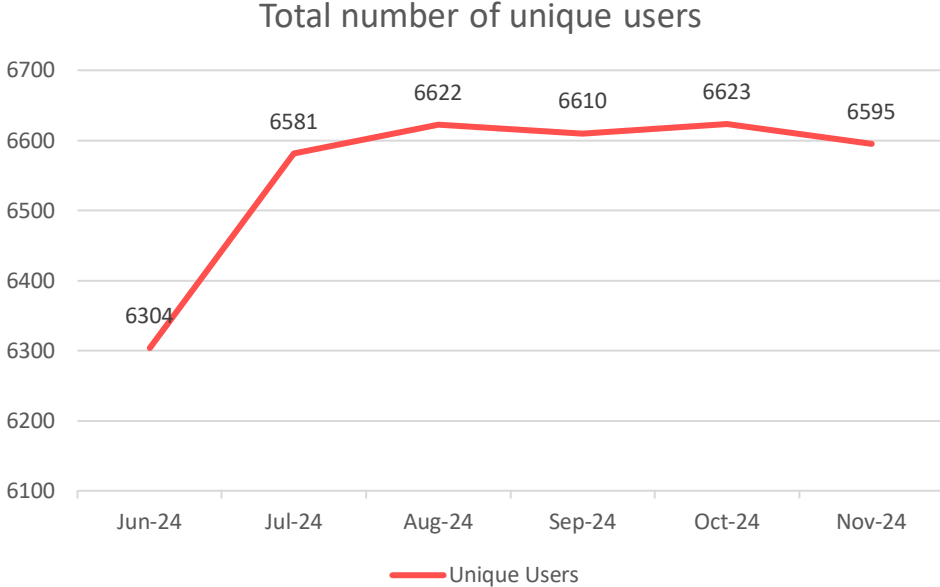
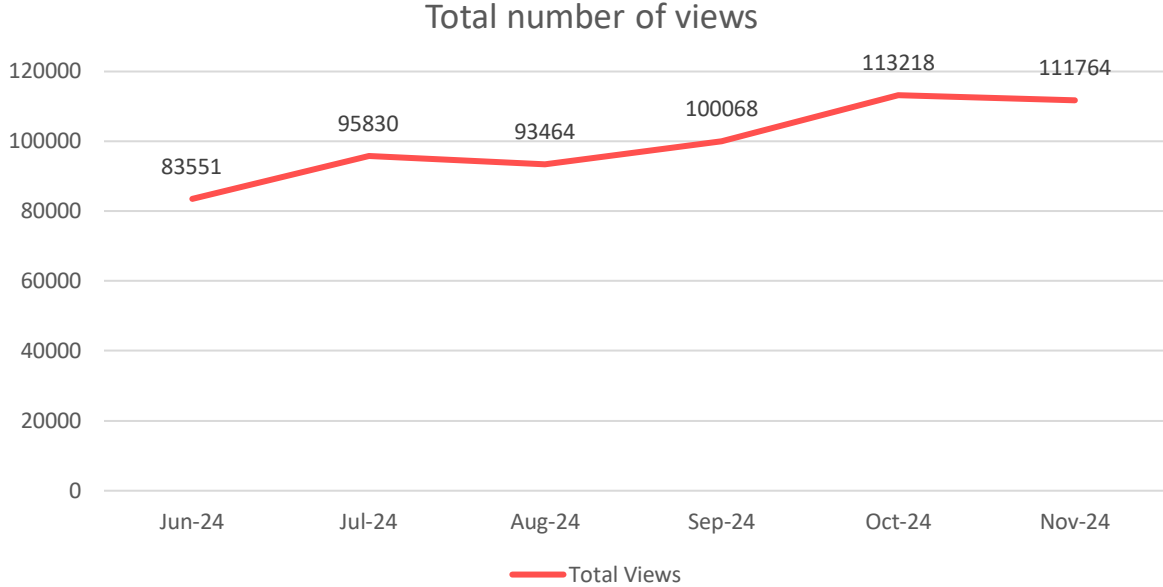


HWE Shared Care Record Utilisation - Overview

HIE Views per Month by Organisation



HWE Shared Care Record – Total Views and Unique Users

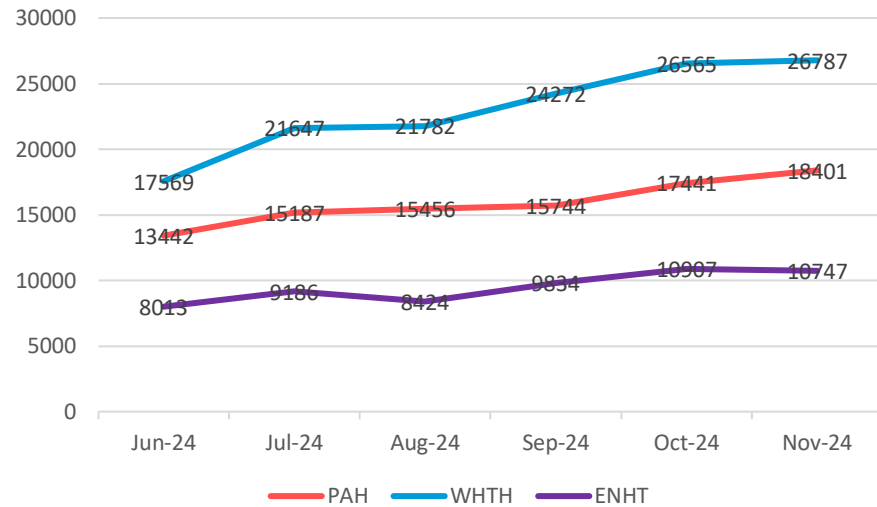


NHS Trusts

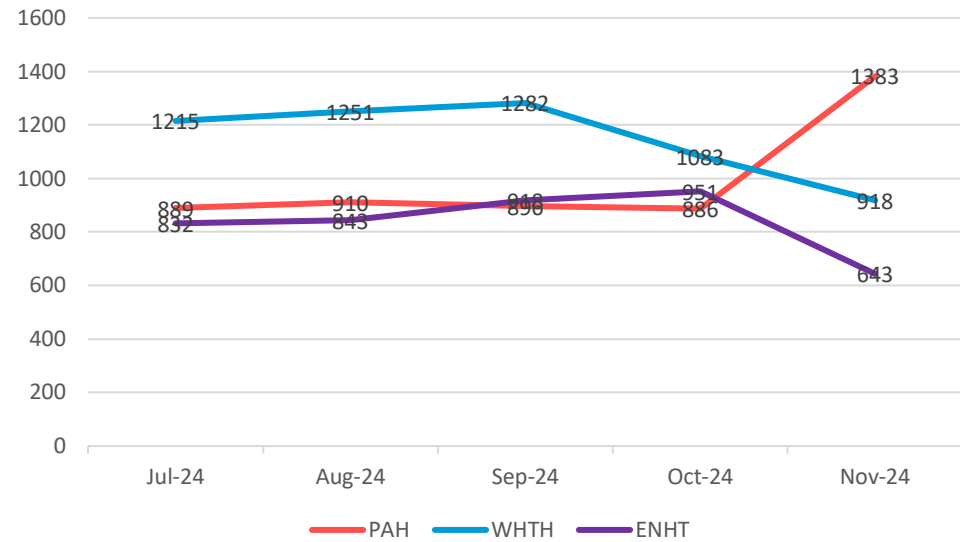
PAH, WHHT, ENHT, Mental Health & Learning Disability Trust HPFT

HWE ShCR Monthly Views and User insights - Acute

Acute views per month



Acute unique users per month

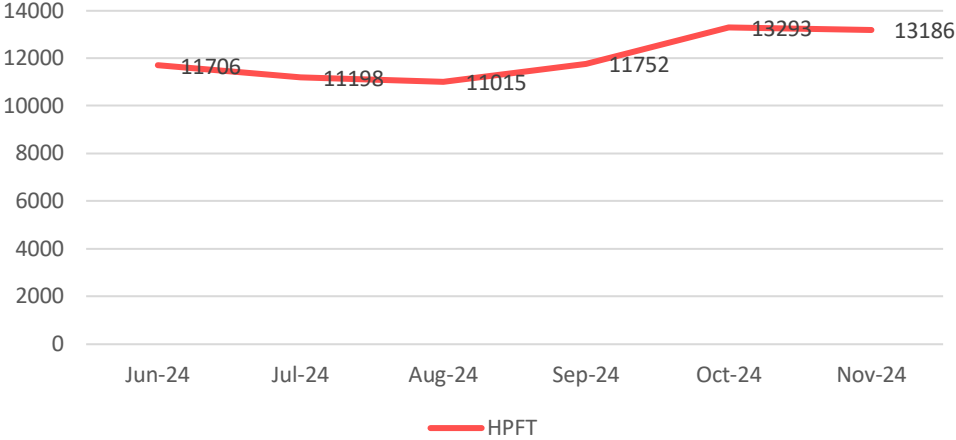


Provider	PAH	WHTH	ENHT
Average Views per User	13	29	17

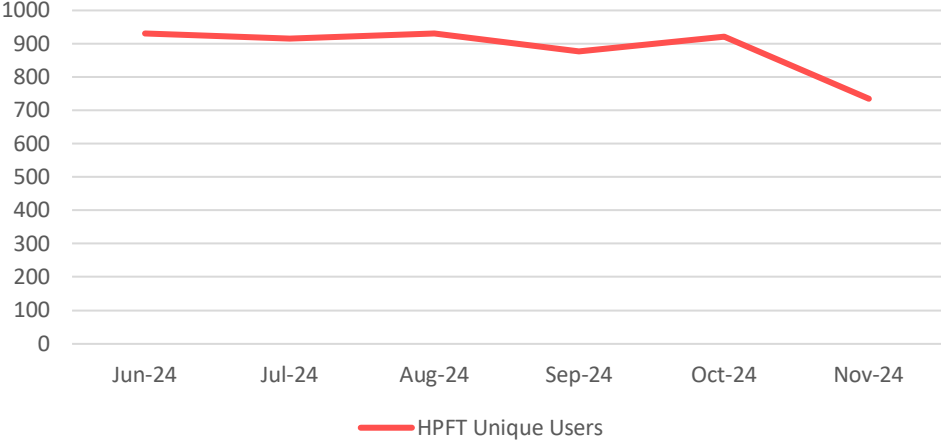


HWE ShCR Monthly Views Overview by Mental Health & Learning Disability Trust HPFT

HPFT Views per month



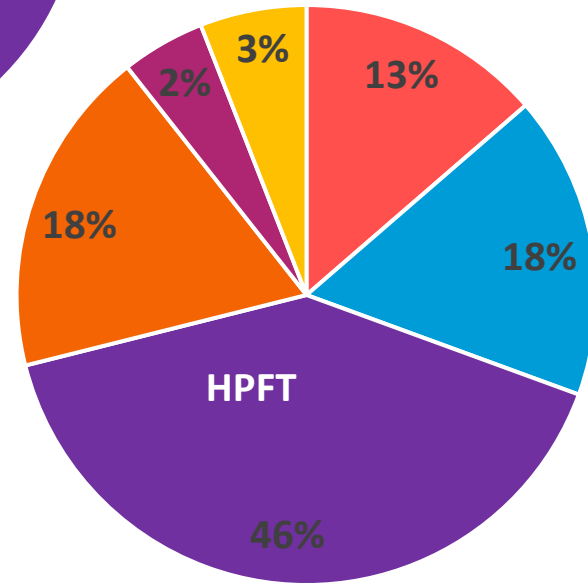
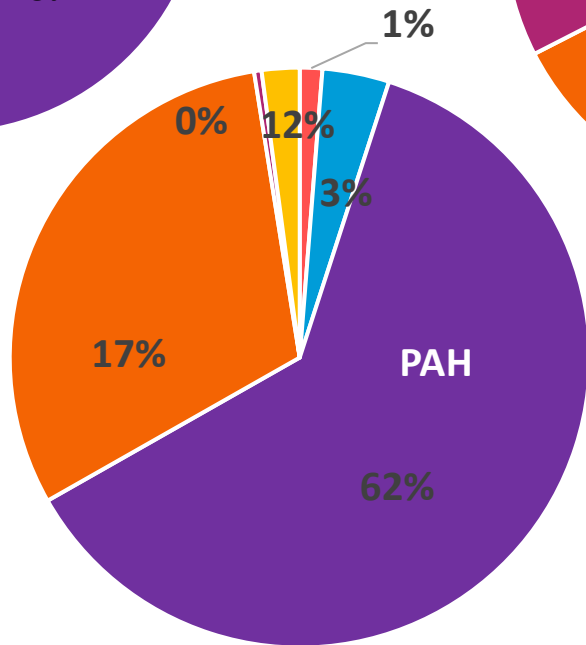
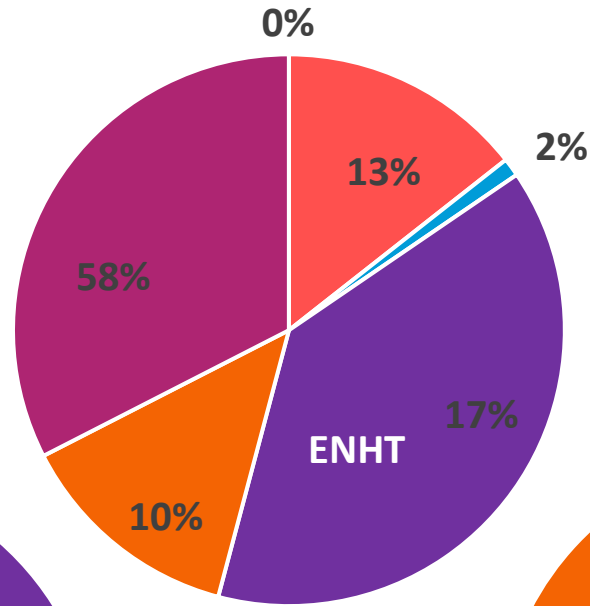
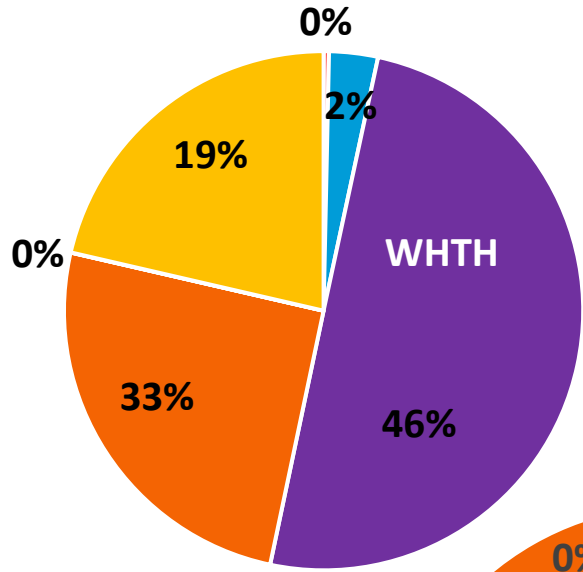
HPFT unique users per month



Provider	HPFT
Average Views per User	18



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



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

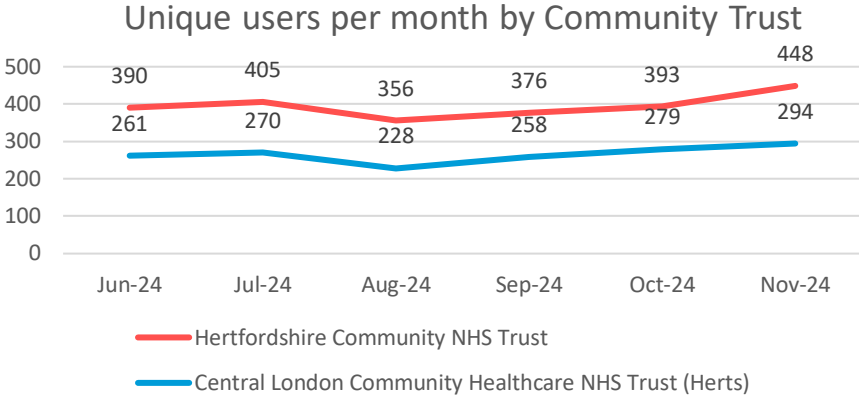
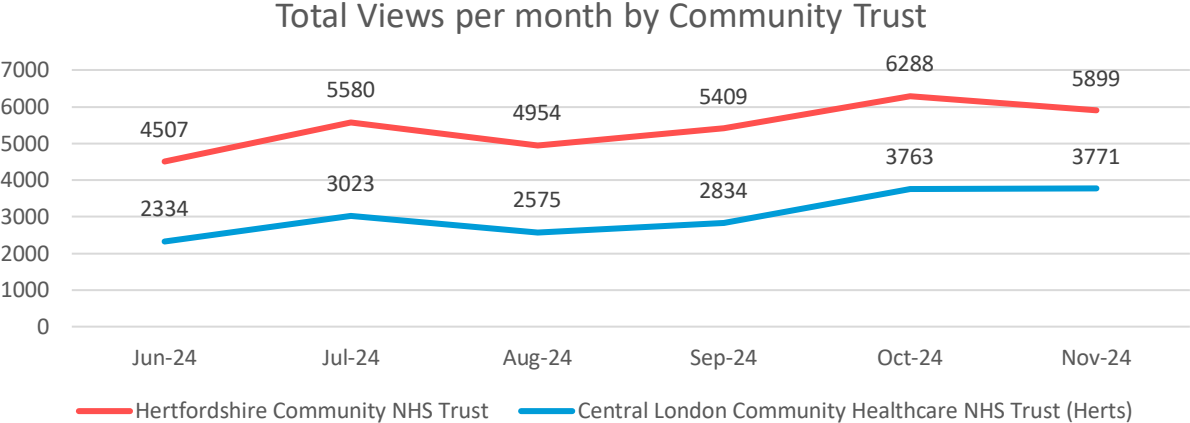


Hertfordshire and West Essex Integrated Care System



Community Providers

HWE ShCR Monthly Views Overview by Community Trust



Provider	HCT	CLCH
Average Views per User	13	13



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
East & North Herts Respiratory Care Service	284	306	220	350	388	414
Herts PHN - Dacorum and St Albans	538	530	297	344	482	478
Herts PHN - Watford, 3 Rivers and Hertsmere	177	171	131	129	209	181
Herts Valley Integrated Diabetes Service	487	651	490	441	686	521
Hertfordshire Diabetes Service	59	104	77	186	91	104
East and North Herts Podiatry Service	42	37	27	36	30	32
West Herts Nutrition & Dietetics	129	138	167	204	229	142
HCT Business Unit	0	0	0	0	0	0
HCT Prevention of admission	688	1094	1043	1213	1577	1563
East & North Herts Integ Comm Team - Welhat	281	299	324	392	307	317
East and North Herts Adult Bladder & Bowel Care Service	1	2	1	0	0	0
East & North Herts Discharge Unit	3	1	4	0	14	9
East & North Herts Integ Comm Team - Lower Lea Valley	57	55	66	41	61	55
Central Midlands South CHIS	0	1	0	0	0	0
Hertfordshire Musculoskeletal Service	22	15	24	13	19	20
Hertfordshire Children's SLT Service	4	7	2	3	0	0
HCT EPR Core - HCT	15	59	56	78	65	36
West Herts Diabetes Retinal Screening Service	281	452	519	523	368	287
Herts PHN - East Herts, Broxbourne and Welhat	152	175	151	128	173	152
Hertfordshire Community NHS PALMS Service	6	5	10	9	7	7
East & North Herts SLT Service Adults	14	29	8	12	4	11
East & North Herts Nutrition and Dietetics Service	29	36	27	27	19	10
East & North Herts Integ Comm Team - Upper Lea Valley	89	73	114	100	156	194
Herts Step2 Mental Health and Emotional Wellbeing	0	0	0	0	0	0



Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
Herts PHN - North Herts and Stevenage	103	221	137	95	221	153
Mental Health in Schools Team	0	0	0	0	0	0
East & North Herts Integ Comm Team - Royston	28	19	15	11	34	92
East & North Herts Integ Comm Team Stevenage	213	290	270	241	233	261
East & North Herts Neuro Rehab Service	16	20	19	23	19	31
Hertfordshire Children's OT & Physio Service	32	28	50	39	31	52
West Herts Com Paeds	9	2	5	0	0	2
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	55	37	31	10	4	3
East and North Herts Specialist Palliative Care	76	48	62	86	36	42
East and North Herts Tissue Viability	4	6	2	8	22	7
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	0	1	0	0
East & North Herts Integ Comm Team - Stort Valley and Villages	13	13	12	14	2	18
East & North Herts Integ Comm Team - North Herts	268	268	289	271	426	305
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	0	1	0	8	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	0	1	30	59	36	31
East & North Herts Leg Ulcer Service	33	59	36	62	51	55
East & North Herts Skin Health Service	0	0	0	1	4	0
East and North Herts Lymphoedema Service	0	8	2	0	0	13

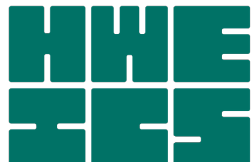


Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	0	0	0	0	0	0
Herts Community Dental Service	2	0	2	1	0	2
Herts Sickle Cell Service	1	8	0	0	3	5
West Herts Children's Comm & Spec Nursing Service	168	210	180	184	231	230
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	22	23	24	25	19	32
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	0
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	18	20	11	28	17	13
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	0	7	0	4	0	0
East & North Herts Care Co-ordination Centre	6	10	9	9	14	19
HCT CSAIS - Hertfordshire	5	2	0	0	0	0
HCT Acute Respiratory Hub	0	0	0	0	0	0



Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - CLCH

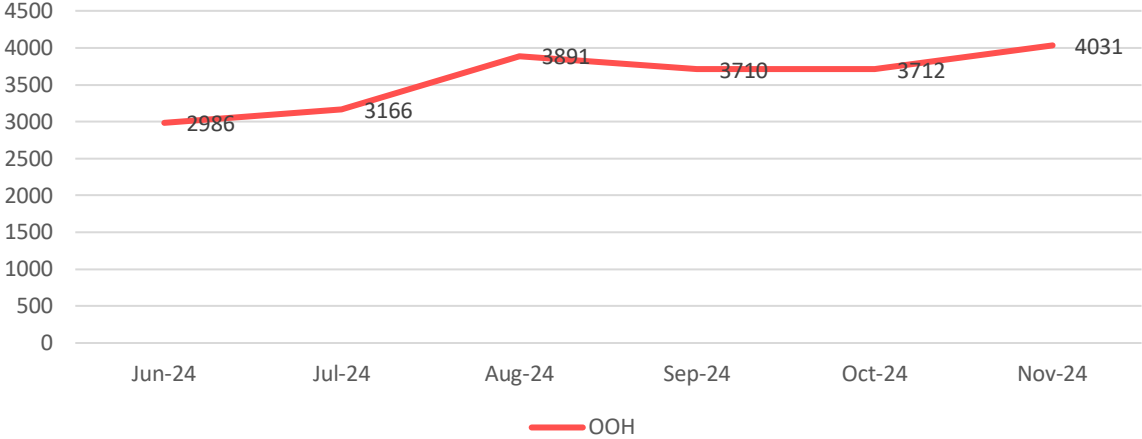
TPP Unit Description	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
West Herts Community Adult Health Service - St Albans & Harpenden	115	118	161	120	295	221
Herts Valley Discharge Unit	223	326	278	382	360	531
West Herts Specialist Palliative Care	137	131	148	141	101	118
West Herts Heart Failure Service	83	118	87	103	154	148
West Herts Community Adult Health Service - Dacorum	395	345	301	332	457	525
West Herts Community Adult Health Service - Hertsmere	111	302	242	280	284	248
West Herts Podiatry Service	37	54	57	50	41	67
Herts Valley Community Treatment Unit	31	74	97	71	112	116
West Herts Community Adult Health Service - Watford	271	386	270	310	397	338
West Herts Community Respiratory Service	177	195	189	256	343	371
Herts Tissue Viability	56	39	38	41	35	2
West Herts Stroke Early Support Discharge	123	149	125	125	156	139
West Herts Neuro Rehab Service	217	299	204	127	277	243
West Herts Adult SALT Service	60	105	120	165	230	239
West Herts Community Hospitals	244	319	208	272	438	397
West Herts Lymphedema Service	1	6	4	2	18	4
West Herts Cardiac Rehab	14	23	26	21	18	9
West Herts Leg Ulcer Service	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	29	8	0	0	1	0
West Herts CLCH West Herts Palliative Care Referral Centre	10	26	20	36	46	55



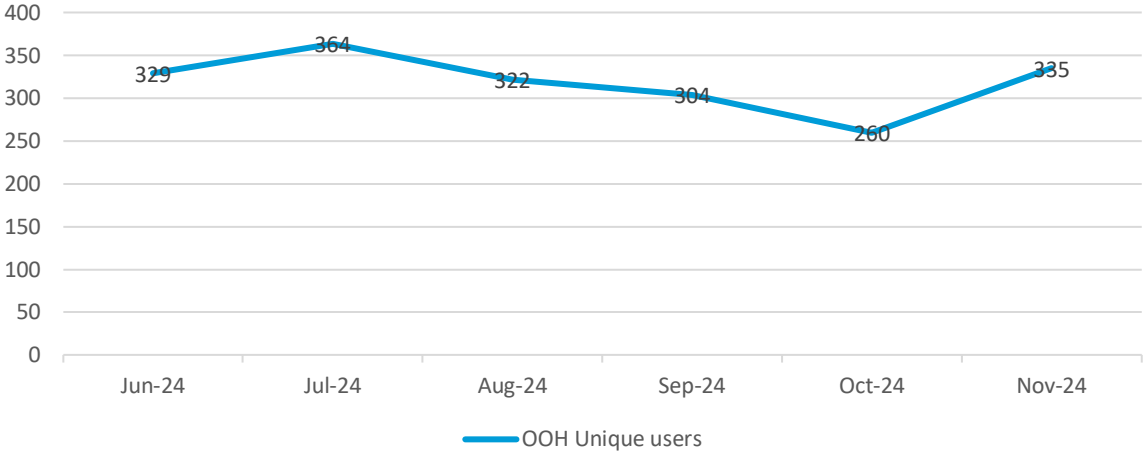
Herts Urgent Care Out of Hours

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)



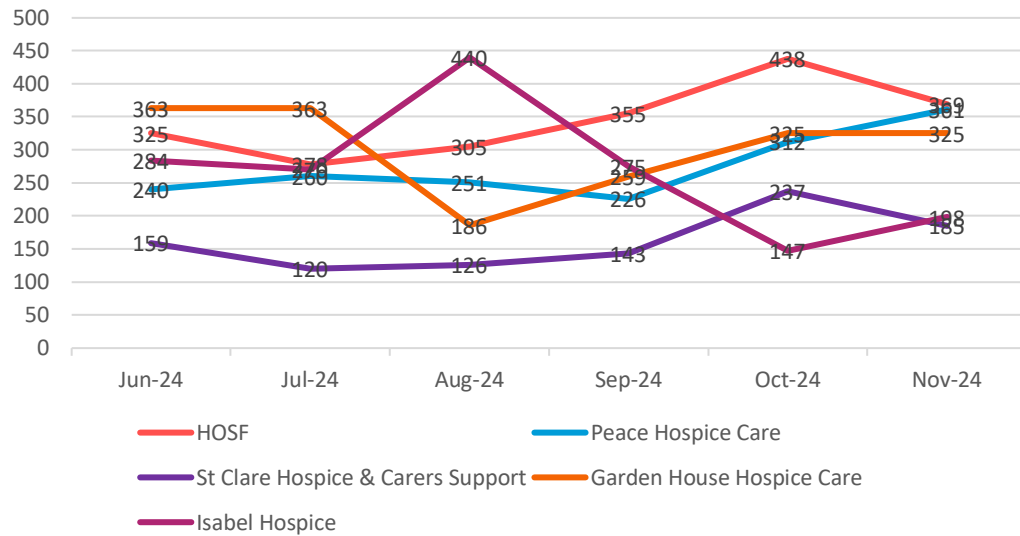
Provider	HUC
Average Views per User	12



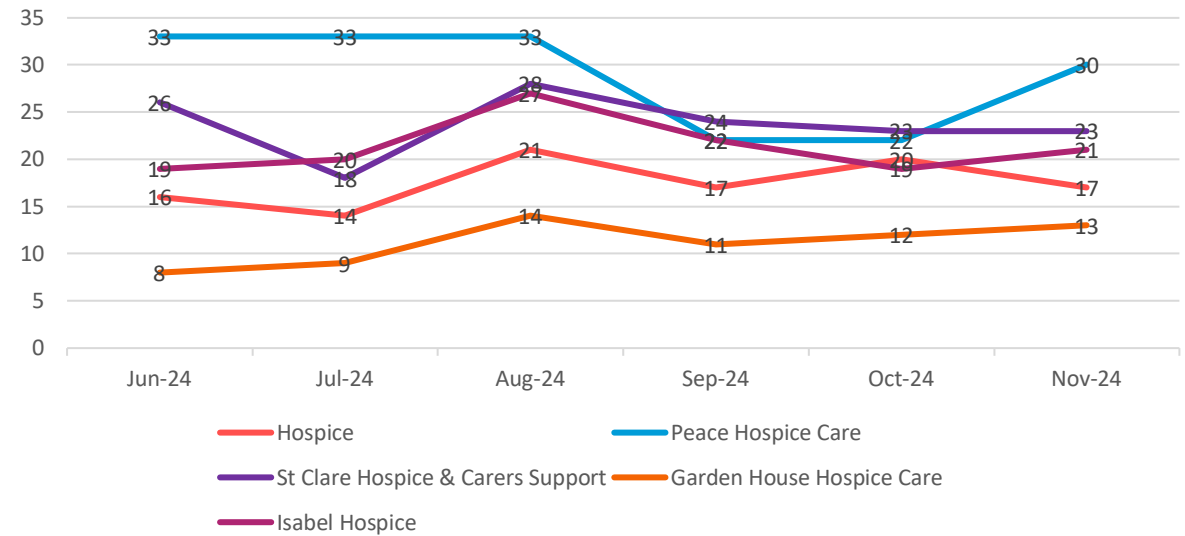
Hospice

HWE ShCR Monthly Views Overview for Hospices

Total Views by Hospice



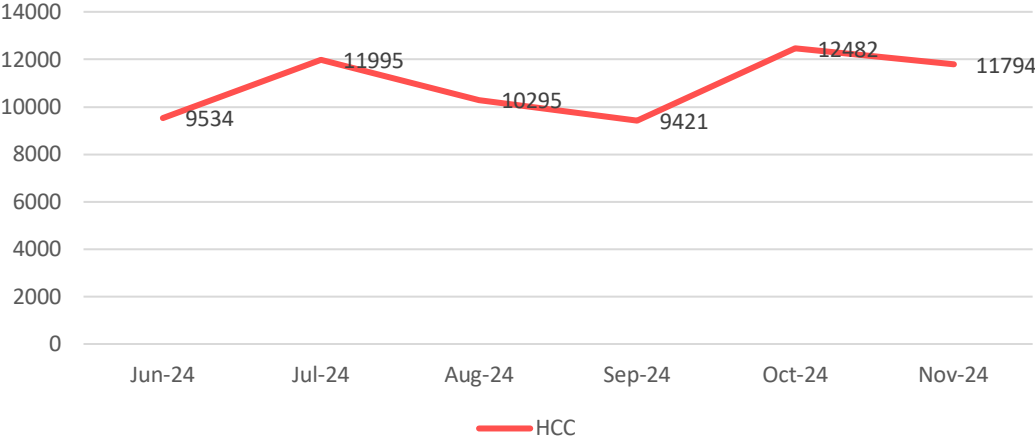
Unique Users by Hospice



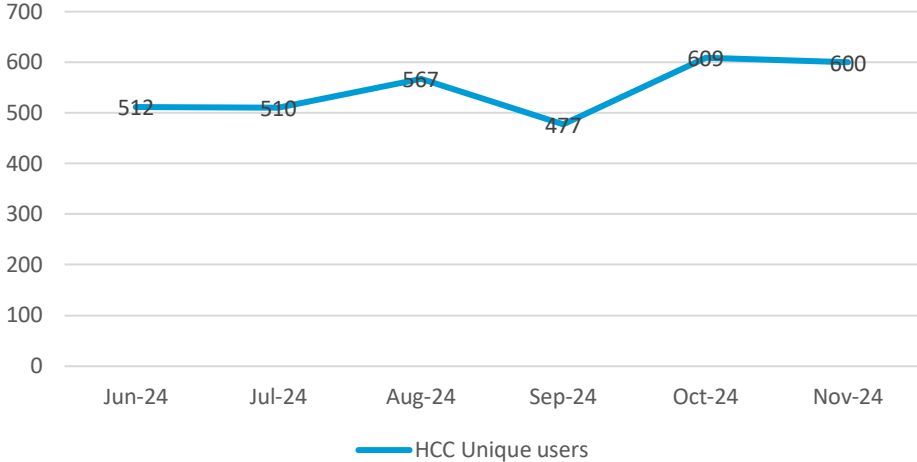
Hertfordshire County Council

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



Hertfordshire and
West Essex Integrated
Care System



HWE Shared Care Record Monthly Views Overview by Place

Place	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
Total number of practices using	111	116	116	119	119	116
% of HWE practices using	85%	89%	89%	92%	92%	89%
% of South & West Herts practices using	94%	96%	96%	98%	98%	96%
% of East & North Herts practices using	74%	78%	82%	84%	82%	80%
% of West Essex Practices using	80%	83%	83%	87%	87%	87%

