

Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record

NHS

Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report December 2025

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Working together
for a healthier future



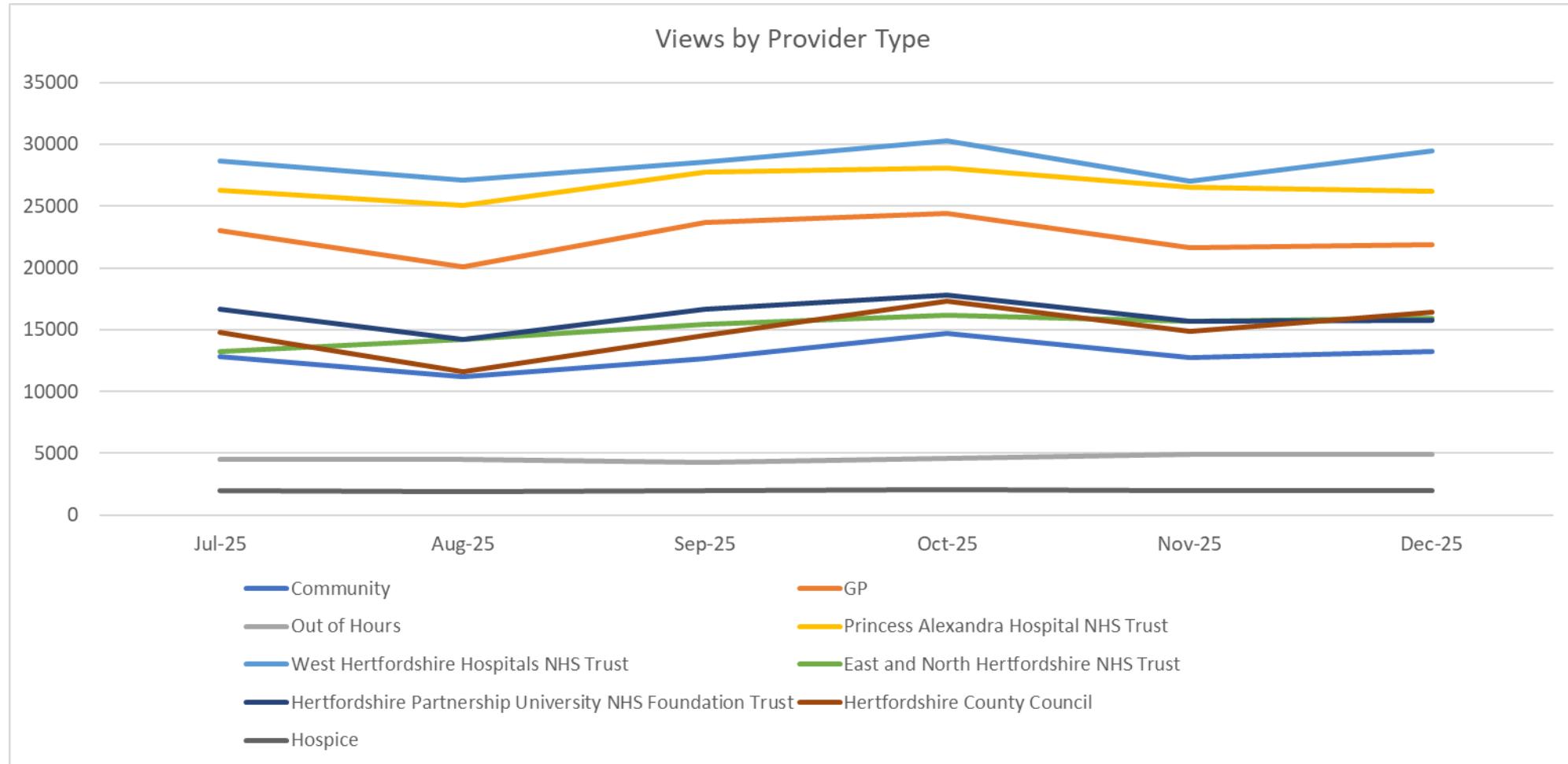
HWE Shared Care Record: Partner benchmarking December 2025

Partner	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			Users as % of total clinical/practitioner headcount*
	Jul 2025	Dec 2025	Trend over 6 months (% change)	Jul 2025	Dec 2025	Trend over 6 months (% change)	
PAHT	26299	26201	-0.4% ↓	1375	1535	11.6% ↑	38%
WHTH	28659	29497	2.9% ↑	1373	1531	11.5% ↑	41%
ENHT	13223	15924	20.4% ↑	1170	1345	15.0% ↑	46%
HPFT	16648	15740	-5.5% ↓	1047	1047	0.0% ↓	71%
HCC	14811	16446	11.0% ↑	658	678	3.0% ↑	52%
HCT	8338	8367	0.3% ↑	561	573	2.1% ↑	59%
CLCH	4447	4871	9.5% ↑	334	361	8.1% ↑	Data not available
HUC (OOH)	4472	4868	8.9% ↑	527	519	-1.5% ↓	Data not available
Hospices	1969	1966	-0.2% ↓	135	147	8.9% ↑	Data not available
GP Practices	23058	21913	-5.0% ↓	1562	1589	1.7% ↑	Data not available
TOTAL	141924	145793	2.7% ↑	8742	9325	6.7% ↑	

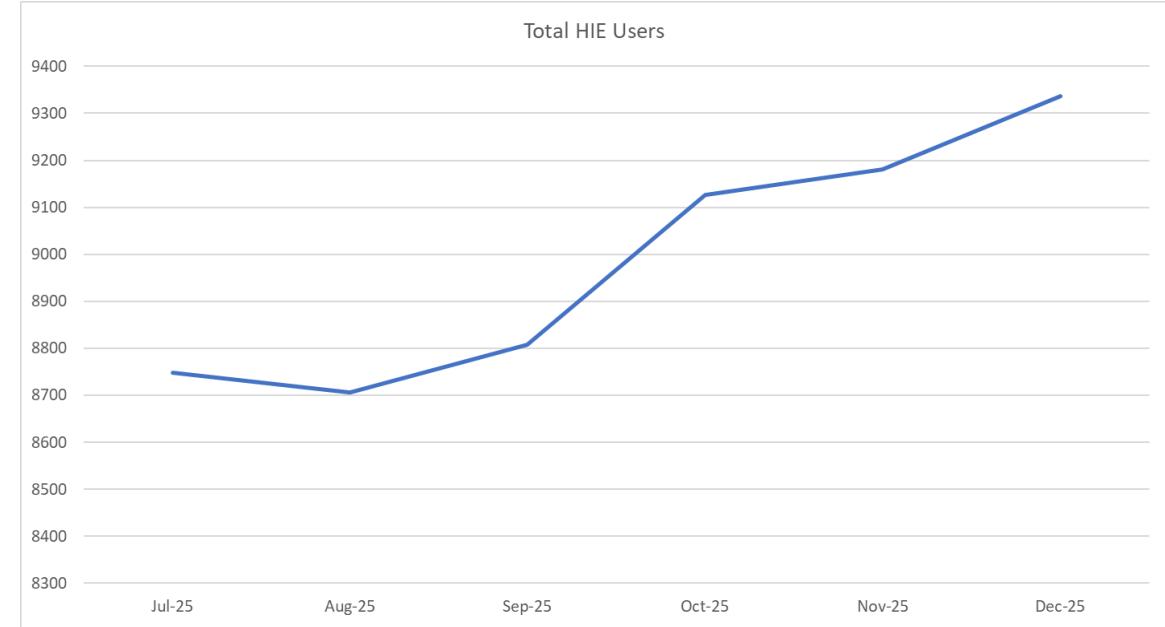
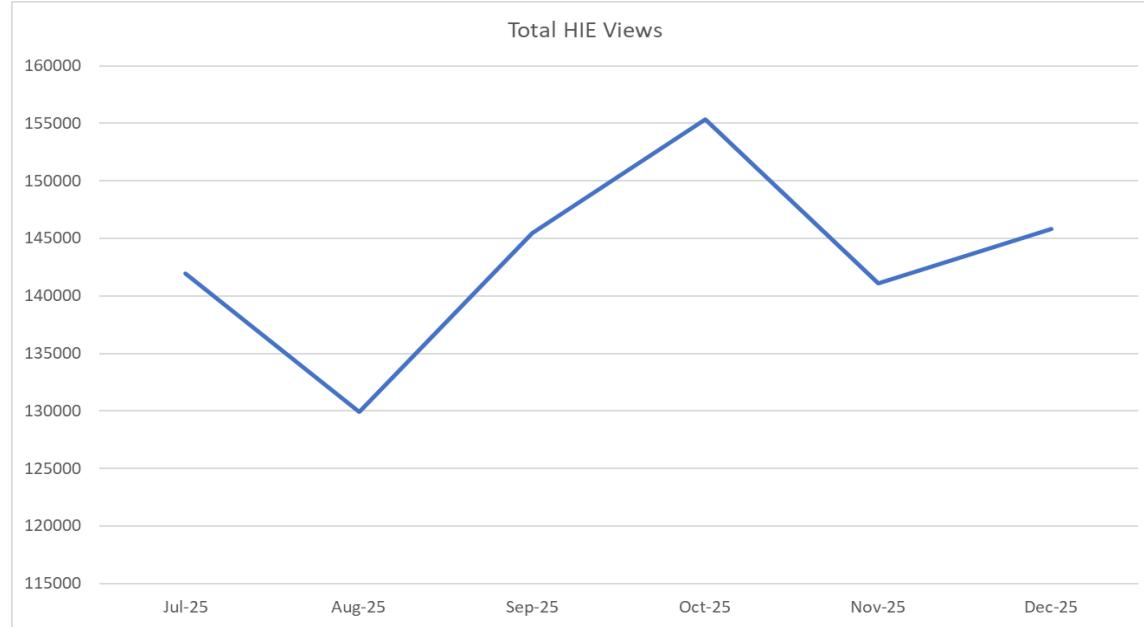
* Total clinical headcount calculated from <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics> October 2025 figures adjusted to remove administrative accesses to the HWE ShCR. NB: Figures for HCC calculated from number of staff who have been provided access to the HWE ShCR.



HWE Shared Care Record: Usage Overview



HWE Shared Care Record: Total Usage



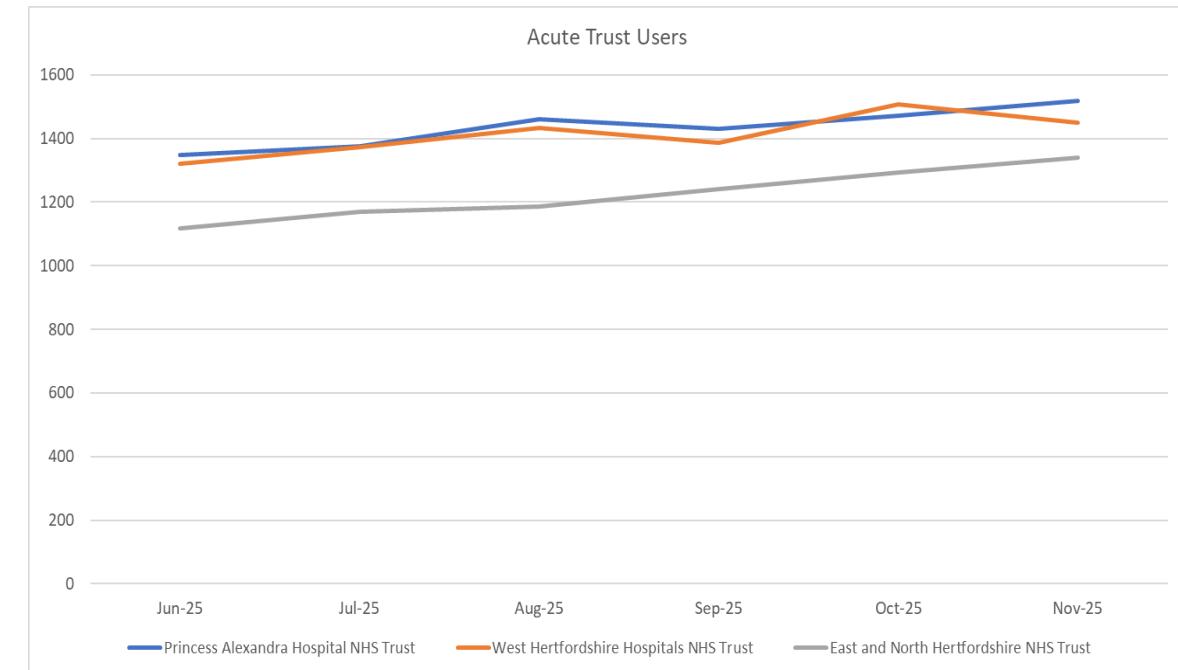
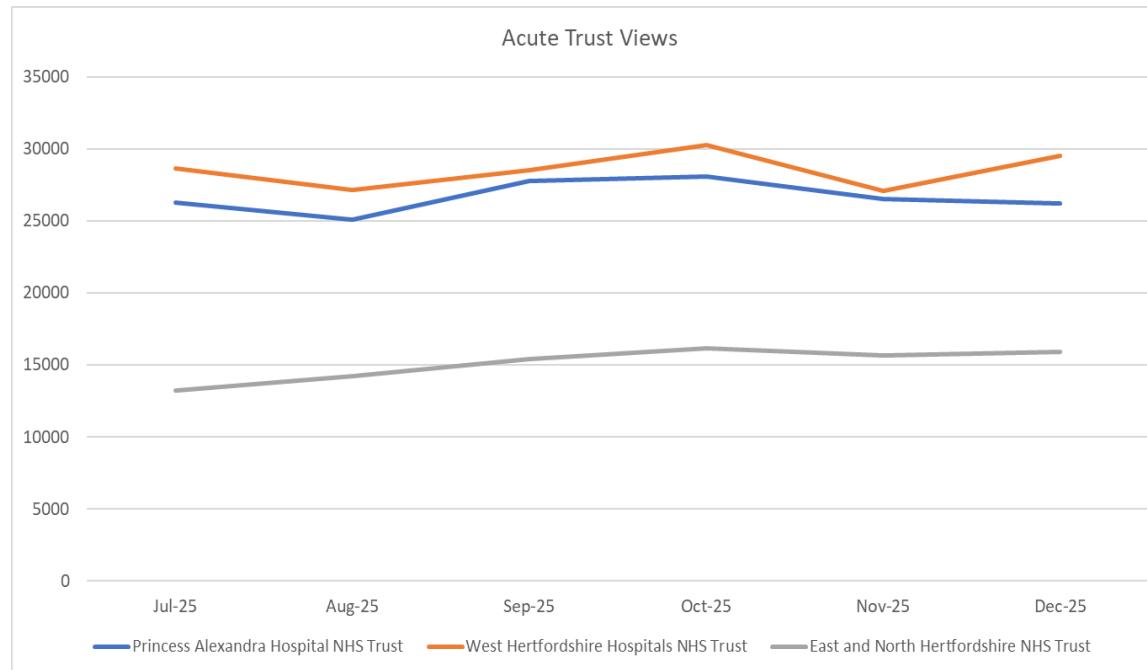
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NHS Trusts

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

HWE Shared Care Record: Acute Trust Usage by Provider



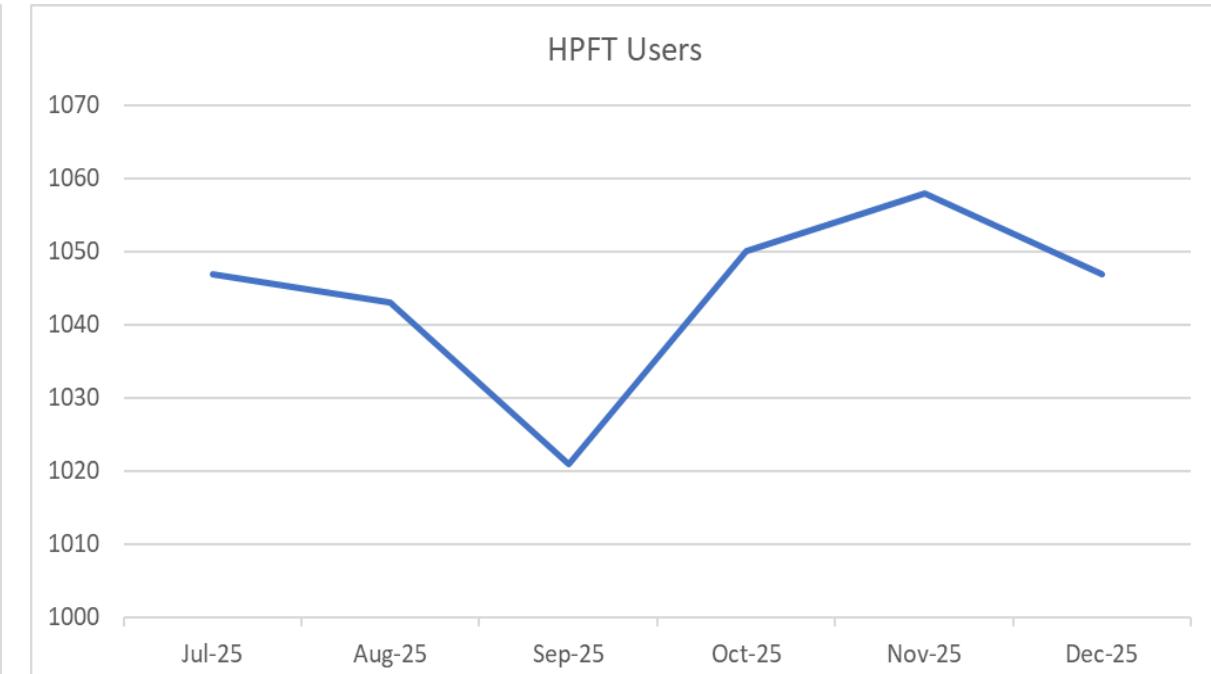
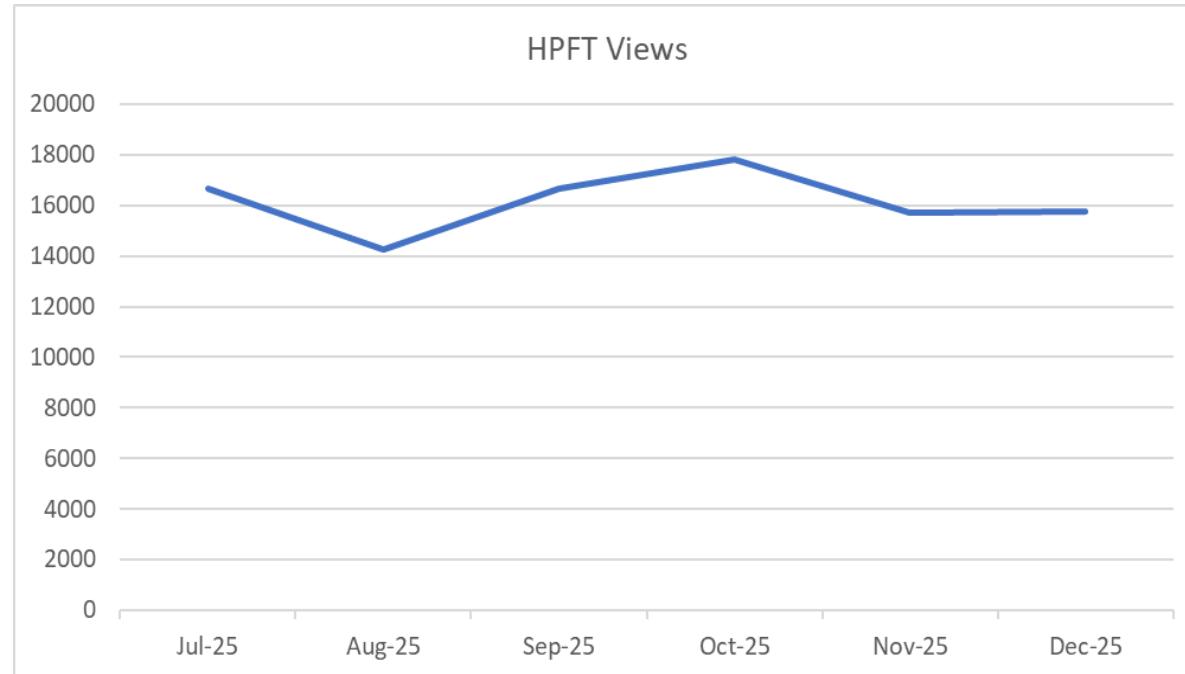
Provider	PAH	WHTH	ENHT
Average Views per User	17	19	12



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HWE Shared Care Record: HPFT Usage



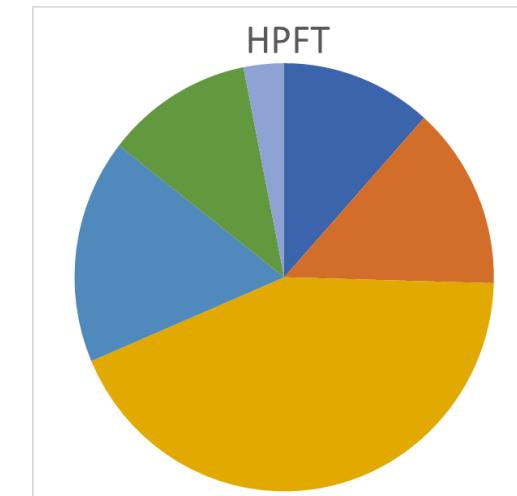
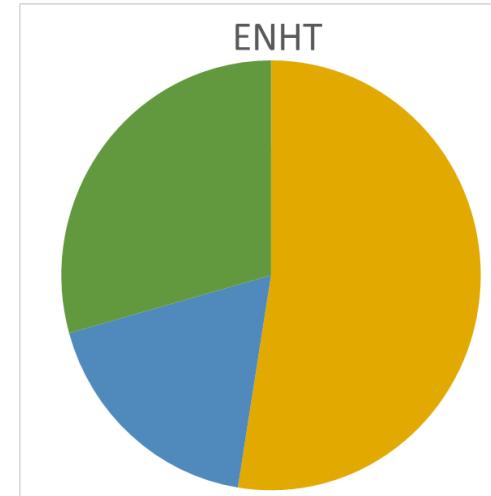
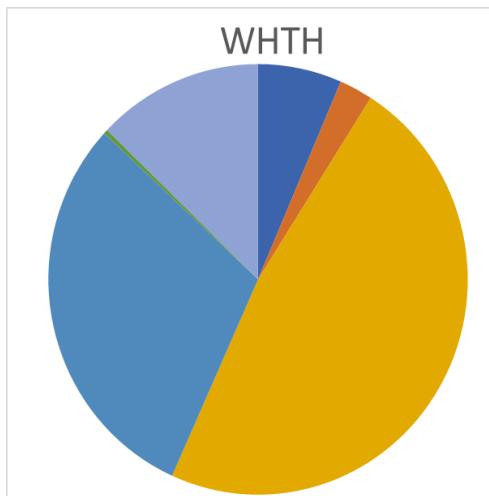
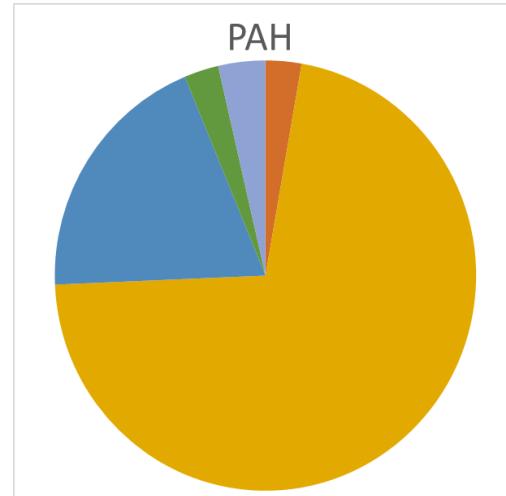
Provider	HPFT
Average Views per User	15



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HWE Shared Care Record: Trust Usage by Role

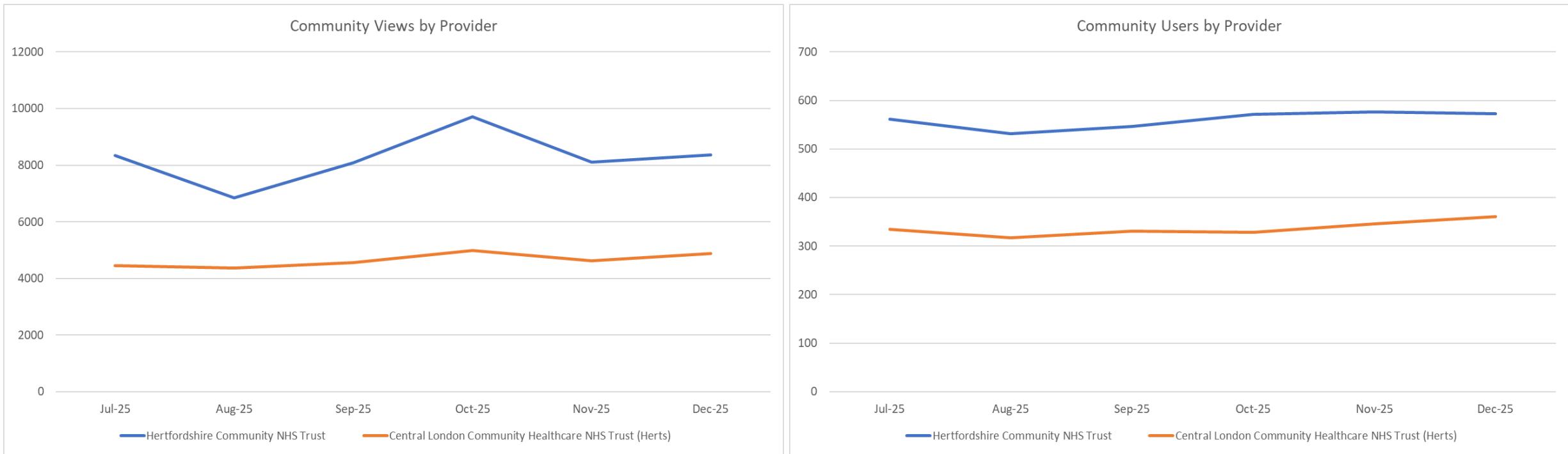


- Administrative
- AHP
- Community
- Doctor
- Nurse
- Other
- Pharmacy

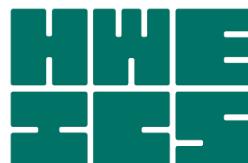
	PAH	WHTH	ENHT	HPFT
Administrative	0.0%	6.5%	0.0%	11.6%
AHP	2.8%	2.6%	0.0%	13.8%
Community	0.0%	0.0%	0.0%	0.0%
Doctor	71.6%	47.7%	52.5%	43.2%
Nurse	19.4%	30.2%	18.1%	17.0%
Other	2.6%	0.3%	29.3%	11.3%
Pharmacy	3.6%	12.8%	0.0%	3.1%

Community Providers

HWE Shared Care Record: Community Usage by Provider



Provider	HCT	CLCH
Average Views per User	15	13



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HWE Shared Care Record: Hospice Views - HCT

TPP Unit Description	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	0	0	0	0	0	0
Central Midlands South CHIS	6	4	1	2	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	62	46	57	42	57	21
East & North Herts Care Co-ordination Centre	8	3	5	13	5	8
East & North Herts Cheshunt Comm Hosp Nurses	0	0	0	0	0	0
East & North Herts Clinical Navigator	0	0	0	6	5	1
East & North Herts Discharge Unit	191	161	144	220	29	0
East & North Herts Integ Comm Team - Lower Lea Valley	102	71	115	43	0	0
East & North Herts Integ Comm Team - North Herts	423	510	534	398	0	0
East & North Herts Integ Comm Team - Royston	79	38	18	0	0	0
East & North Herts Integ Comm Team - Stort Valley and Villages	15	27	19	19	0	0
East & North Herts Integ Comm Team - Upper Lea Valley	253	204	211	8	0	0
East & North Herts Integ Comm Team - Welhat	345	327	338	156	0	0
East & North Herts Integ Comm Team Stevenage	394	314	367	342	0	0
East & North Herts Leg Ulcer Service	137	118	97	159	105	77
East & North Herts Neuro Rehab Service	175	121	183	207	126	124
East & North Herts Nutrition and Dietetics Service	36	19	15	15	11	8
East & North Herts Respiratory Care Service	586	398	608	769	477	477
East & North Herts Skin Health Service	1	1	2	0	0	2
East & North Herts SLT Service Adults	16	12	14	12	18	12
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
East and North Herts Adult Bladder & Bowel Care Service	1	0	2	1	1	0
East and North Herts Community Hospitals	1	2	2	2	2	0



HWE Shared Care Record: Hospice Views - HCT

TPP Unit Description	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
East and North Herts Lymphoedema Service	11	20	15	21	12	9
East and North Herts Maple Frailty service	26	4	23	8	1	0
East and North Herts Phlebotomy Service	0	0	0	0	0	0
East and North Herts Podiatry Service	30	9	26	25	21	13
East and North Herts Specialist Palliative Care	148	102	69	93	17	0
East and North Herts Tissue Viability	36	31	28	57	48	47
HCT - External EPR Core	0	0	0	0	0	0
HCT Acute Respiratory Hub	0	0	0	0	0	0
HCT Business Unit	0	0	0	0	1	0
HCT Children & Young Peoples Continence Service	12	1	17	0	3	0
HCT CHIS Norfolk	0	0	0	0	0	0
HCT Community Adult Intergrated Service	0	0	4	779	2291	3647
HCT Covid-19 Rehab co-ordination Service	0	0	0	0	0	0
HCT CSAIS - Essex	0	69	10	13	3	4
HCT CSAIS - Hertfordshire	0	0	1	0	0	0
HCT CSAIS BLMK	0	1	0	0	0	0
HCT East of England CHIS - C&P / N&W	0	0	1	0	0	1
HCT East of England CHIS - MSE & SNEE	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 EPR Core - HCT	153	101	95	349	226	243
HCT EPR Core - WHHT	0	0	0	0	0	0
HCT Immunisation Service	0	0	1	0	0	0
HCT Integrated Heart Failure	0	0	0	0	126	124



HWE Shared Care Record: Hospice Views - HCT

IPP Unit Description	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
HCT Macmillan Brain CARE Team	0	0	0	0	0	0
HCT Prevention of admission	1646	1551	1637	1859	877	0
HCT Reporting	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 West Herts Children's Asthma & Wheeze	0	0	0	0	183	191
Hertfordshire Children's OT & Physio Service	91	64	30	71	27	31
Hertfordshire Children's SLT Service	1	0	3	1	4	0
Hertfordshire Community NHS PALMS Service	24	33	17	13	23	36
Hertfordshire Diabetes Service	147	70	114	101	101	159
Hertfordshire Musculoskeletal Service	20	11	17	13	72	54
Herts and Essex Minor Injuries Unit	0	0	0	0	0	0
Herts Children Looked After & Care Leavers Service	19	28	24	16	30	25
Herts Community Dental Service	6	0	3	3	1	0
Herts CYP Neurodiversity Service	0	1	0	0	4	2
Herts PHN - Dacorum and St Albans	485	422	507	473	409	475
Herts PHN - East Herts, Broxbourne and Welhat	111	112	117	169	148	141
Herts PHN - North Herts and Stevenage	132	99	140	166	207	144
Herts PHN - Watford, 3 Rivers and Hertsmere	152	100	174	191	178	169
Herts Sickle Cell Service	0	0	4	14	2	0
Herts Step2 Mental Health and Emotional Wellbeing	1	0	3	0	3	0
Herts Valley Integrated Diabetes Service	544	457	628	668	586	630
Mental Health in Schools Team	6	1	0	4	0	6
North Herts & Stevenage PCT Reporting	0	0	0	0	0	0



HWE Shared Care Record: Hospice Views - HCT

TPP Unit Description	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
West Herts Children's Comm & Spec Nursing Service	218	151	225	347	71	24
West Herts Children's Eye Care Service	0	0	0	0	0	0
West Herts Com Paeds	0	5	12	24	71	29
West Herts Diabetes Retinal Screening Service	1092	591	949	1146	795	914
West Herts Nutrition & Dietetics	386	427	453	668	724	499
West Herts Paediatric Audiology Service	0	0	1	1	0	1
West Herts PCT Reporting Unit	0	0	0	0	0	0
West Herts Special School Nurses and Herts Transitional 14-21 Service	10	9	0	8	10	19



HWE Shared Care Record: Hospice Views - CLCH

TPP Unit Description	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
CLCH Dacorum Neighbourhood	0	0	0	2	0	23
CLCH West Herts Post Covid Service	0	0	0	0	0	0
Herts Tissue Viability	98	76	37	45	50	45
Herts Valley Community Treatment Unit	176	195	237	181	143	180
Herts Valley Discharge Unit	742	743	705	867	695	821
West Herts Adult Bladder & Bowel Care Service	12	14	9	12	14	43
West Herts Adult SALT Service	146	107	166	145	192	206
West Herts Cardiac Rehab	11	22	25	27	41	37
West Herts CLCH West Herts Palliative Care Referral Centre	60	71	100	71	89	85
West Herts Community Adult Health Service - Dacorum	368	532	445	383	371	357
West Herts Community Adult Health Service - Hertsmere	354	328	432	414	362	408
West Herts Community Adult Health Service - St Albans & Harpenden	295	345	284	224	222	260
West Herts Community Adult Health Service - Watford	358	266	424	470	514	403
West Herts Community Hospitals	528	530	456	568	435	575
West Herts Community Respiratory Service	258	307	256	402	402	305
West Herts Heart Failure Service	217	164	225	223	227	227
West Herts Leg Ulcer Service	0	0	2	0	0	0
West Herts Lymphedema Service	16	24	17	39	15	31
West Herts Neuro Rehab Service	251	152	194	329	314	323
West Herts Podiatry Service	78	40	77	82	76	59
West Herts Specialist Palliative Care	209	216	209	174	181	203
West Herts Stroke Early Support Discharge	270	228	249	329	283	280

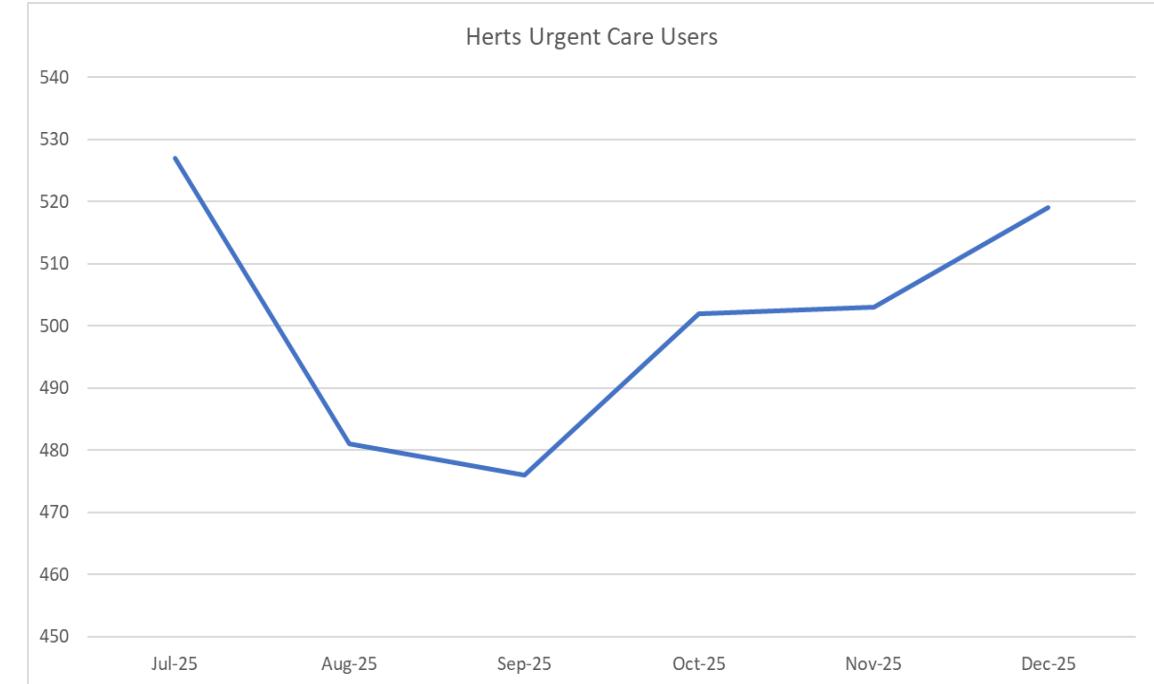
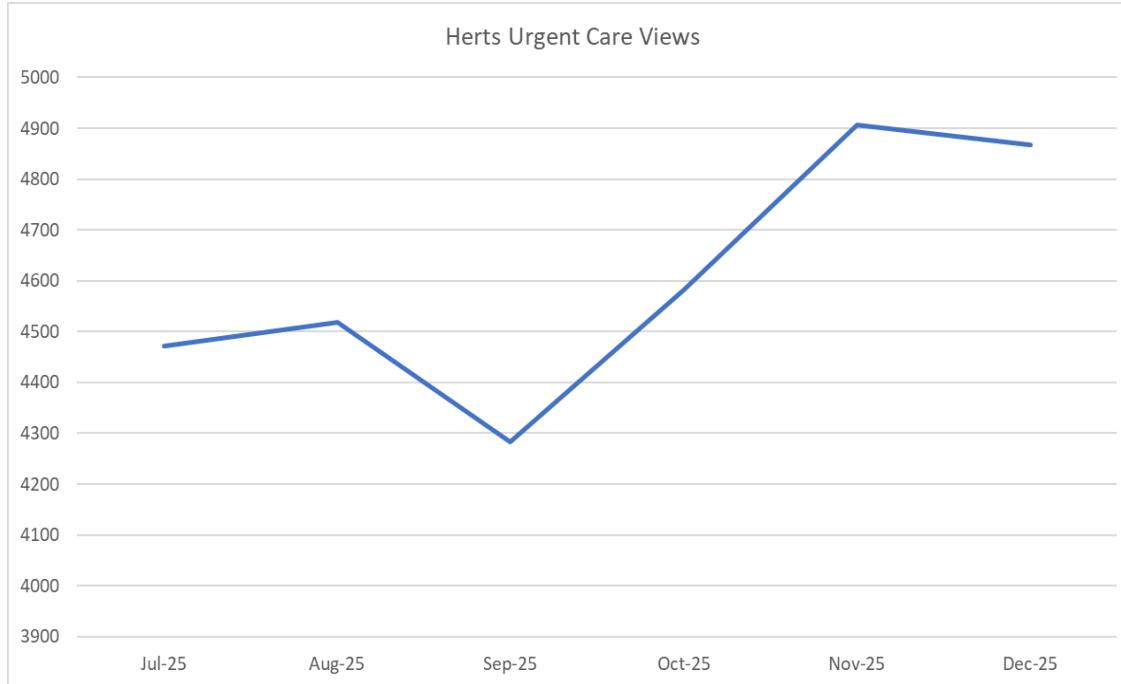


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Herts Urgent Care Out of Hours

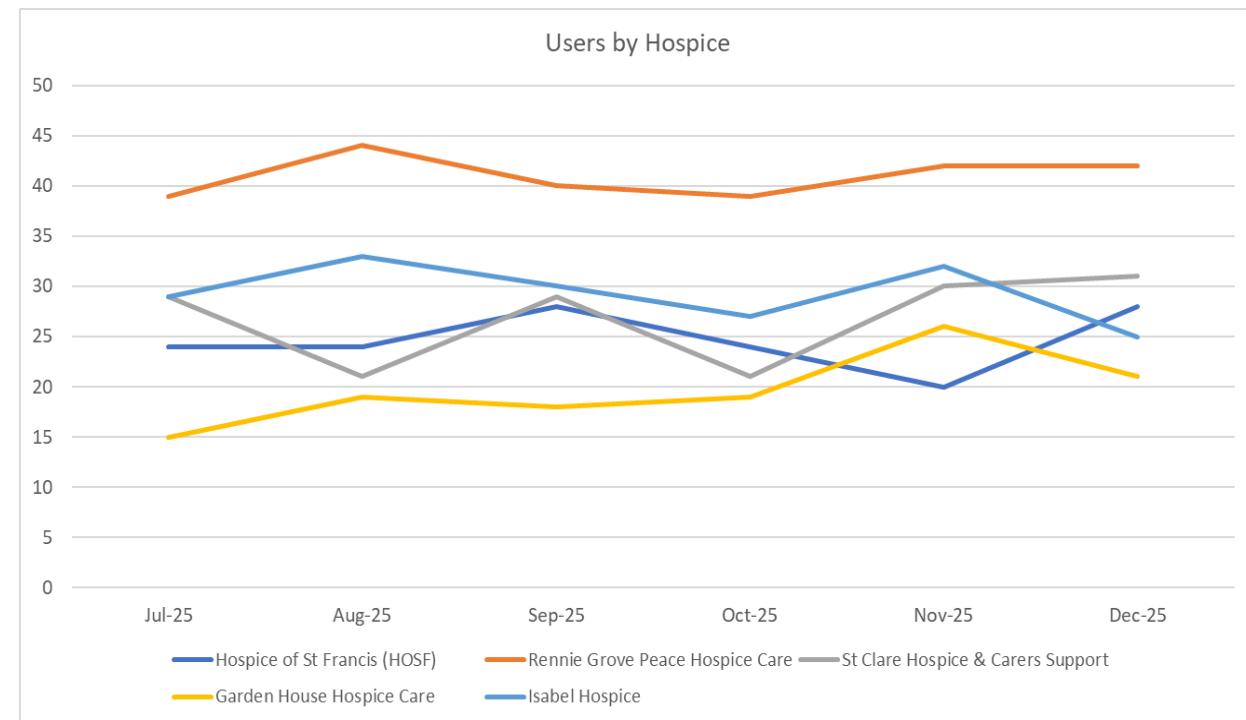
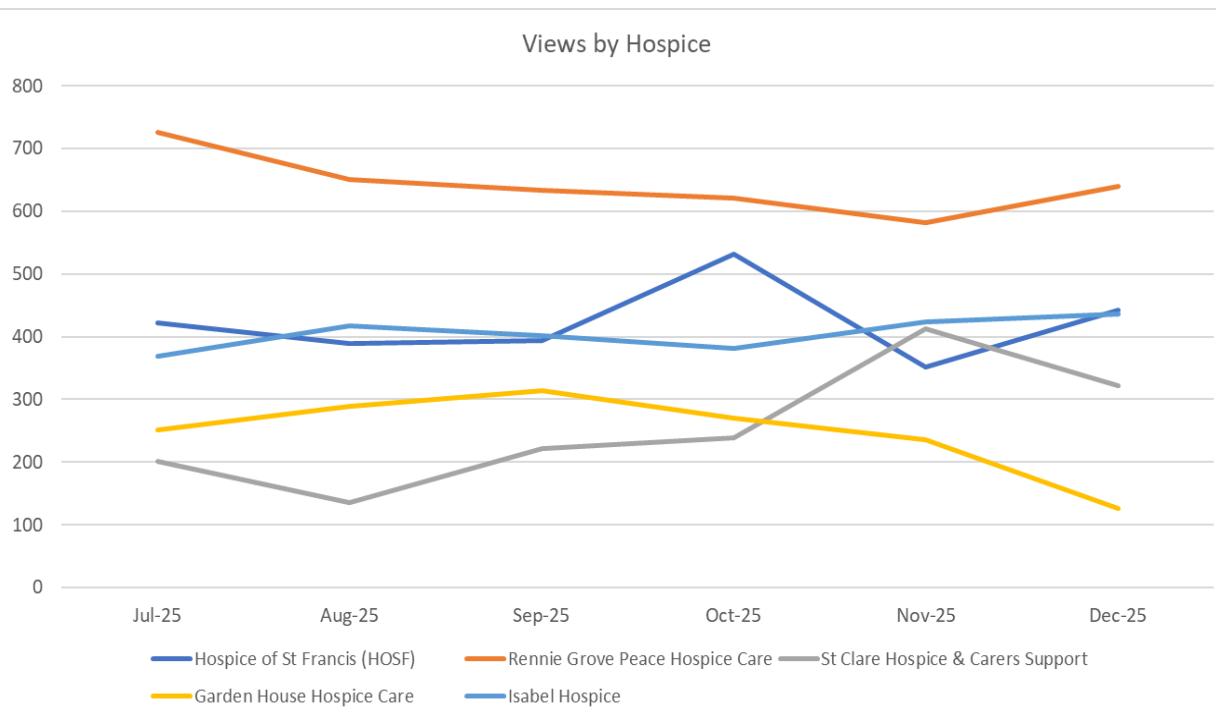
HWE Shared Care Record: Hospice Herts Urgent Care (HUC) Usage



Provider	HUC
Average Views per User	9

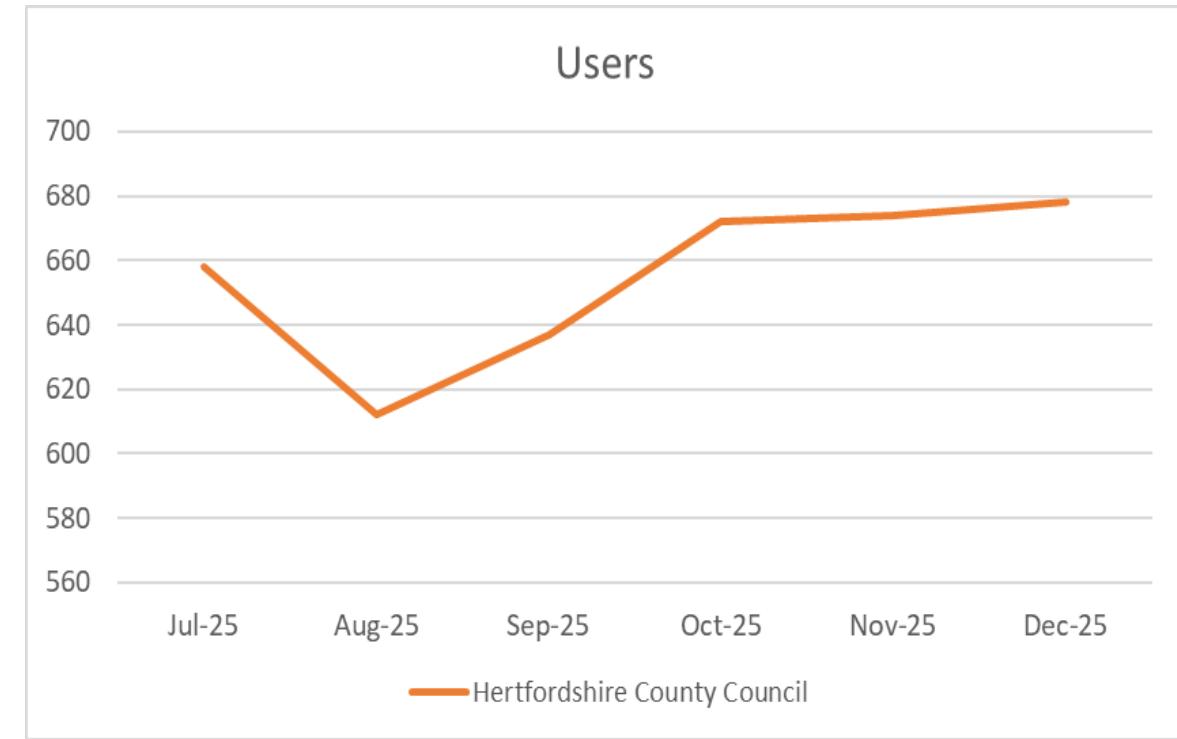
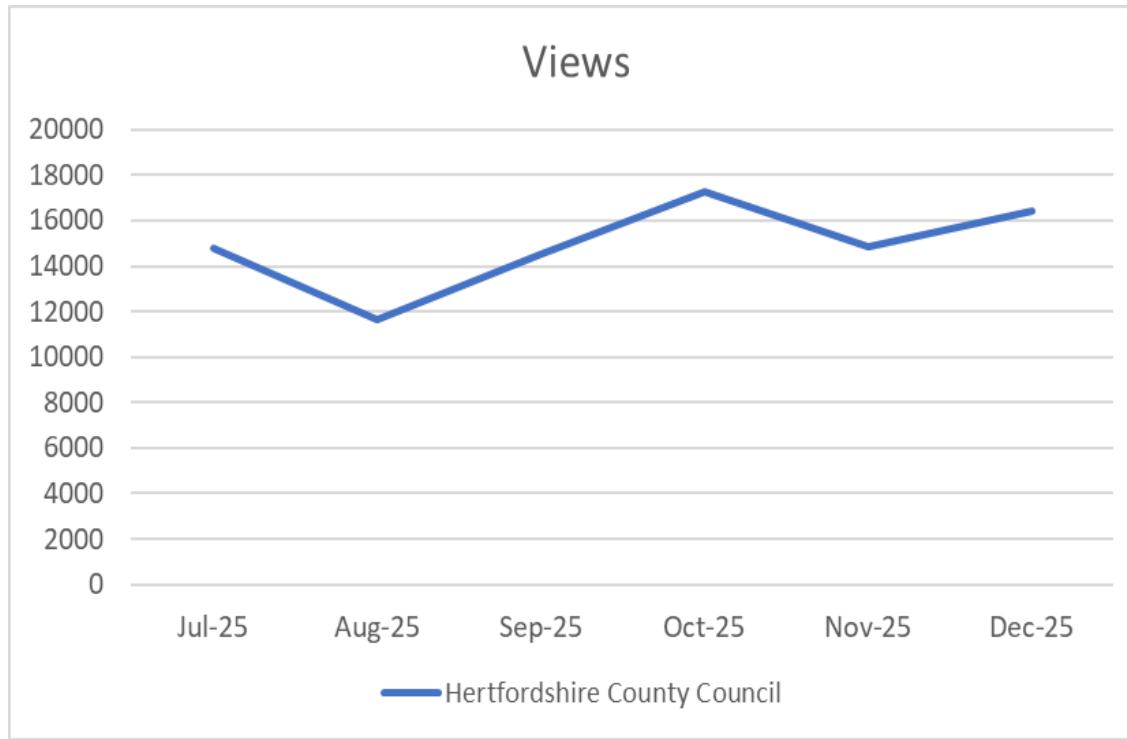
Hospice

HWE Shared Care Record: Hospice Usage



Hertfordshire County Council

HWE Shared Care Record: Herts County Council (HCC) Usage



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Provider	HCC
Average Views per User	24

GP Utilisation



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HWE Shared Care Record: GP Usage by HCP

Place	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Total number of practices using	121	123	123	121	123	122
% of HWE practices using	93%	95%	95%	93%	95%	94%
% of South & West Herts practices using	96%	96%	96%	96%	96%	96%
% of East & North Herts practices using	90%	94%	94%	94%	94%	94%
% of West Essex Practices using	93%	93%	93%	87%	93%	90%

