



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report July 2025

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Working together
for a healthier future



HWE Shared Care Record Utilisation – Partner benchmarking April 2025

Partner	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			Users as % of total clinical/practitioner headcount*
	Feb 2025	Jul 2025	Trend over 6 months (% change)	Feb 2025	Jul 2025	Trend over 6 months (% change)	
PAHT	24714	28287	↑ 14%	1232	1275	↑ 3%	18%
WHTH	24544	28444	↑ 16%	889	976	↑ 10%	35%
ENHT	10237	12798	↑ 25%	698	818	↑ 17%	29%
HPFT	13489	16350	↑ 21%	695	823	↑ 18%	57%
HCC	12167	14690	↑ 21%	608	581	↓ -4%	30%
HCT	6335	8065	↑ 27%	468	447	↓ -4%	45%
CLCH	3969	4397	↑ 11%	314	284	↓ -10%	Data not available
HUC (OOH)	4057	4472	↑ 10%	365	269	↓ -26%	Data not available
Hospices	1807	2048	↑ 13%	121	106	↓ -12%	Data not available
GP Practices	18742	22917	↑ 22%	1322	1249	↓ -6%	Data not available
TOTAL	120061	142468	↑ 19%	6712	6828	↑ 2%	

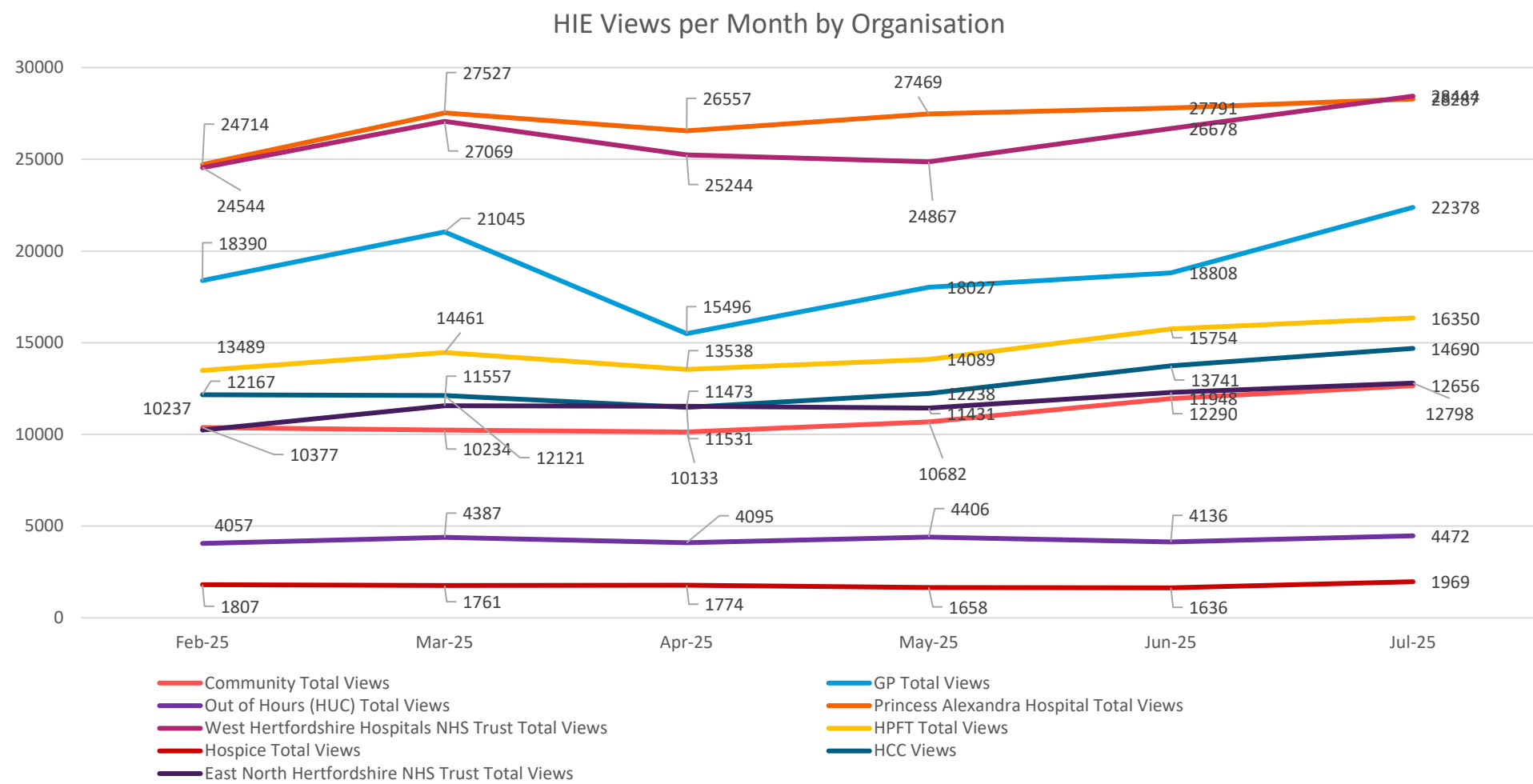
* Total clinical headcount calculated from <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics> November 2023 figures adjusted to remove administrative accesses to the HWE ShCR. NB: Figures for HCC calculated from number of staff who have been provided access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



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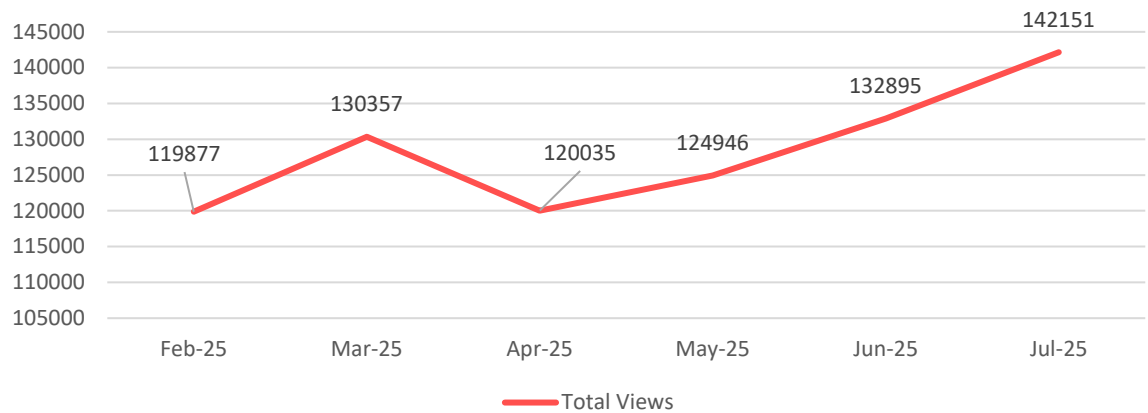


HWE Shared Care Record Utilisation - Overview

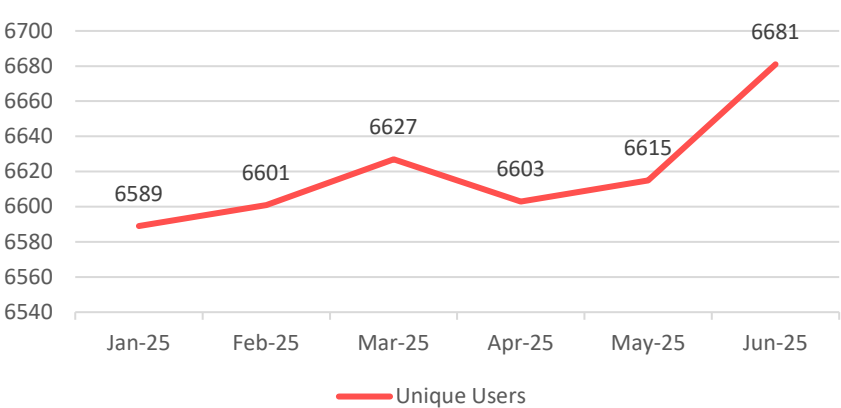


HWE Shared Care Record – Total Views and Unique Users

Total number of views



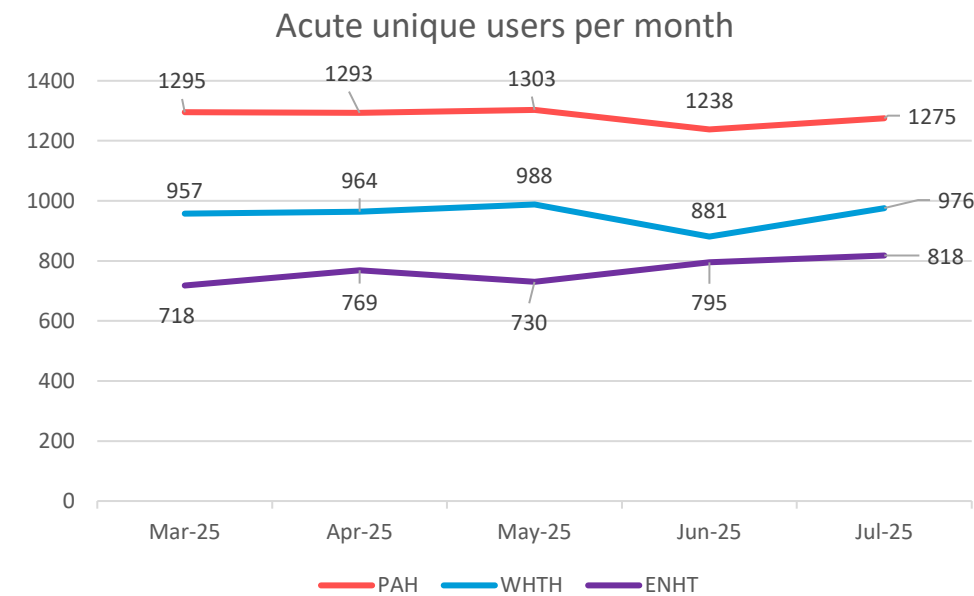
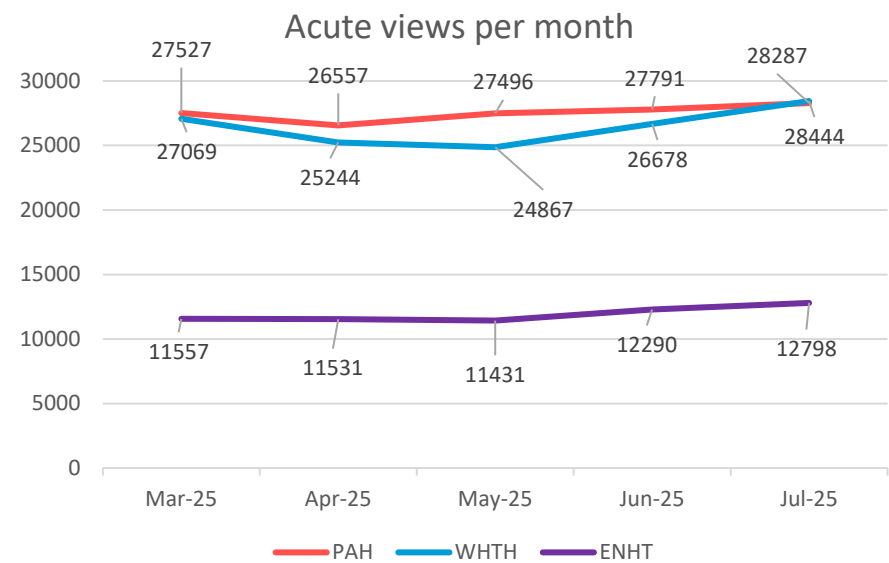
Total number of unique users



NHS Trusts

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

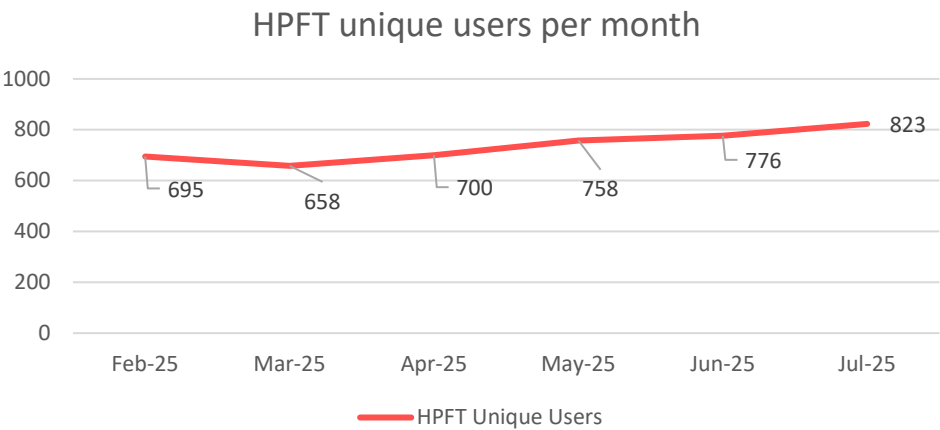
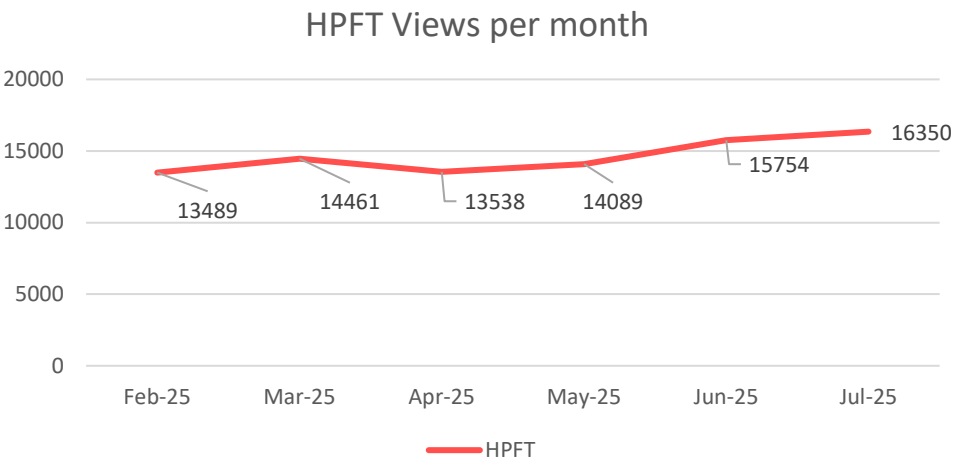
HWE ShCR Monthly Views and User insights - Acute



Provider	PAH	WHTH	ENHT
Average Views per User	22	29	16



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



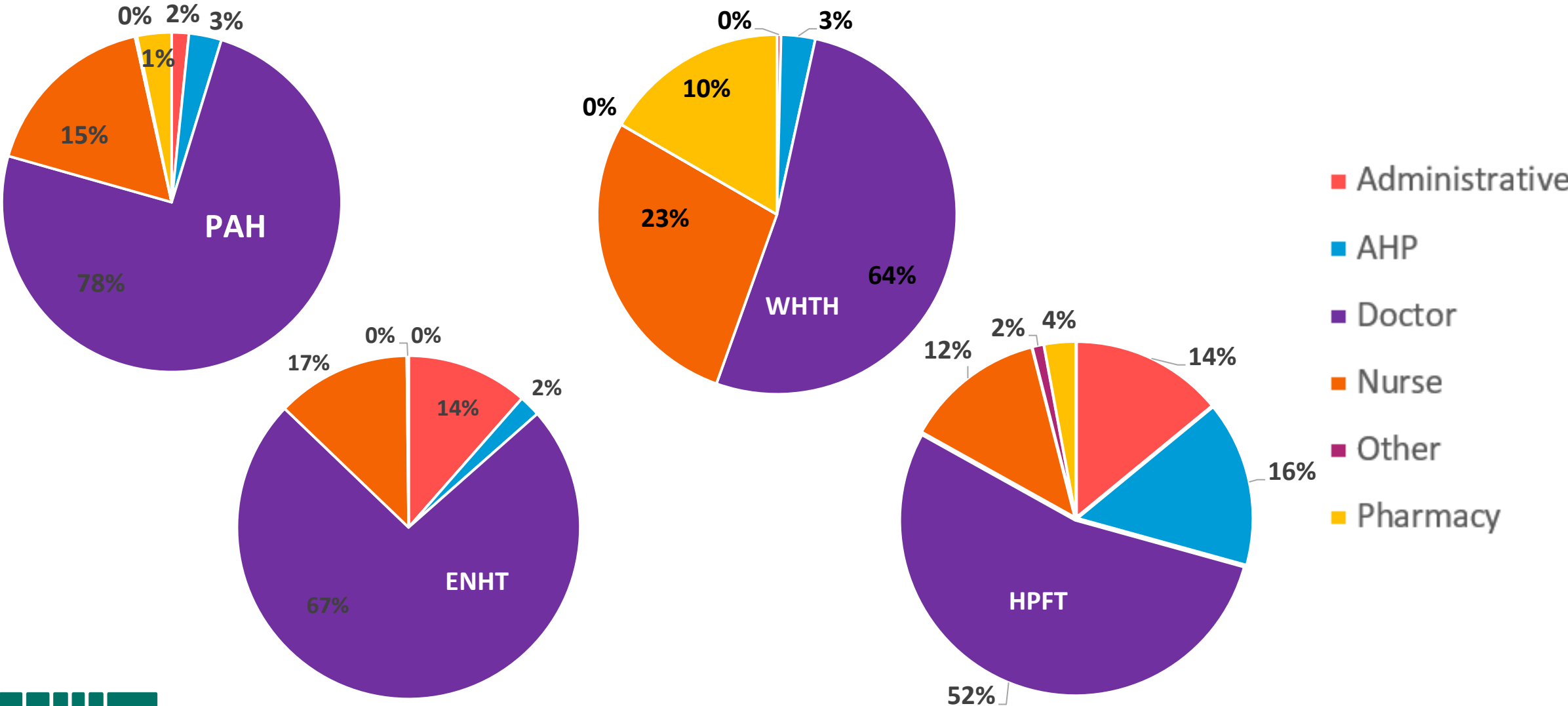
Provider	HPFT
Average Views per User	20



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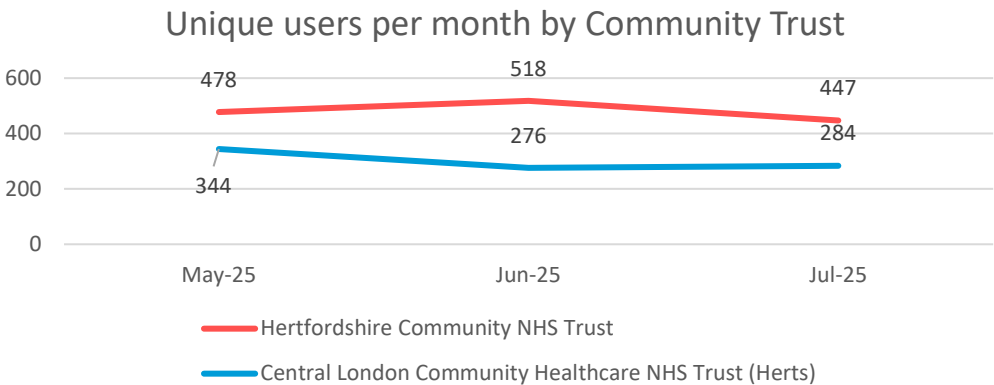
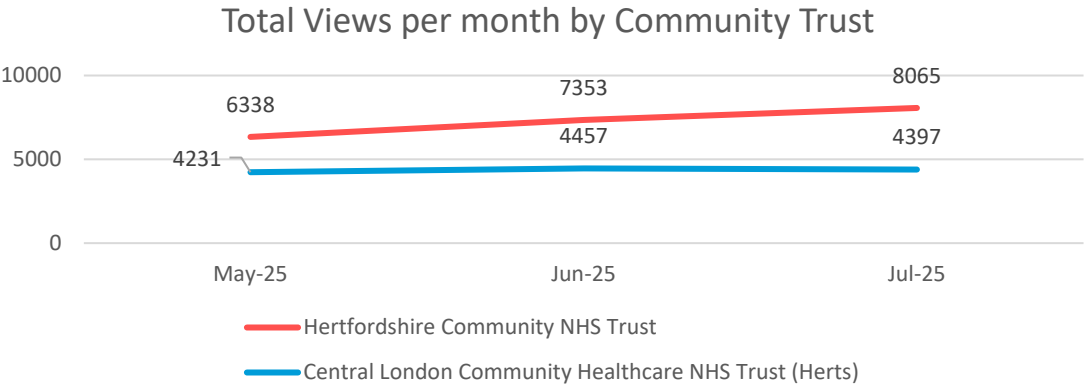


HWE ShCR Monthly Views Overview by Job Role – Acute and Mental Health



Community Providers

HWE ShCR Monthly Views Overview by Community Trust



Provider	HCT	CLCH
Average Views per User	18	15



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
East & North Herts Respiratory Care Service	427	380	339	424	433	584
Herts PHN - Dacorum and St Albans	358	350	472	333	530	485
Herts PHN - Watford, 3 Rivers and Hertsmere	149	159	108	151	141	152
Herts Valley Integrated Diabetes Service	504	567	454	411	384	544
Hertfordshire Diabetes Service	152	130	114	179	143	123
East and North Herts Podiatry Service	37	47	23	37	37	30
West Herts Nutrition & Dietetics	225	207	190	212	270	386
HCT Business Unit	1	0	0	0	0	0
HCT Prevention of admission	1682	1372	1413	1498	1561	1543
East & North Herts Integ Comm Team - Welhat	317	308	327	423	451	345
East and North Herts Adult Bladder & Bowel Care Service	0	1	1	0	0	1
East & North Herts Discharge Unit	73	126	89	156	175	191
East & North Herts Integ Comm Team - Lower Lea Valley	45	52	56	69	79	102
Central Midlands South CHIS	0	8	0	4	0	6
Hertfordshire Musculoskeletal Service	13	21	11	13	0	20
Hertfordshire Children's SLT Service	0	0	0	0	1	1
HCT EPR Core - HCT	15	26	31	32	193	129
West Herts Diabetes Retinal Screening Service	406	362	342	390	640	1024
Herts PHN - East Herts, Broxbourne and Welhat	128	168	121	121	211	111
Hertfordshire Community NHS PALMS Service	0	1	11	14	22	24
East & North Herts SLT Service Adults	18	16	6	9	10	16
East & North Herts Nutrition and Dietetics Service	5	19	5	10	20	36
East & North Herts Integ Comm Team - Upper Lea Valley	187	207	225	200	265	253
Herts Step2 Mental Health and Emotional Wellbeing	7	0	0	0	0	1



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Herts PHN - North Herts and Stevenage	163	165	124	117	140	132
Mental Health in Schools Team	0	1	0	0	0	6
East & North Herts Integ Comm Team - Royston	73	84	74	55	111	79
East & North Herts Integ Comm Team Stevenage	303	281	326	202	330	355
East & North Herts Neuro Rehab Service	36	58	54	75	97	162
Hertfordshire Children's OT & Physio Service	47	56	65	56	61	91
West Herts Com Paeds	0	0	1	0	2	0
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	3	1	8	3	2	1
East and North Herts Specialist Palliative Care	85	141	108	132	95	148
East and North Herts Tissue Viability	11	4	28	28	51	36
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	0	0	0
East & North Herts Integ Comm Team - Stort Valley and Villages	26	36	27	33	25	15
East & North Herts Integ Comm Team - North Herts	479	334	529	553	470	423
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	0	0	0	0	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	20	57	35	37	47	62
East & North Herts Leg Ulcer Service	46	74	127	95	81	137
East & North Herts Skin Health Service	0	0	1	0	2	1
East and North Herts Lymphoedema Service	7	5	10	26	18	11



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	20	8	8	0	3	6
						0
Herts Community Dental Service	188	313	2	1	4	218
Herts Sickle Cell Service	4	11	167	172	184	10
West Herts Children's Comm & Spec Nursing Service	0	0	7	17	11	0
West Herts Special School Nurses and Herts Transitional 14-21 Service	0	0	0	0	0	0
West Herts Children's Eye Care Service	22	13	0	0	0	19
West Herts Paediatric Audiology Service	0	0	17	31	12	0
Herts Children Looked After & Care Leavers Service	0	0	0	0	0	0
HCT EPR Core - WHHT	0	0	0	0	0	0
HCT EPR Core - ENHHT	0	0	0	1	0	0
HCT EPR Core - HCC	0	0	0	0	0	0
HCT - External EPR Core	14	13	0	0	0	26
HCT Macmillan Brain CARE Team	0	0	3	4	16	0
East and North Herts Maple Frailty service	0	0	0	0	0	0
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	26	22	0	0	0	8
HCT Covid-19 Rehab co-ordination Service	0	9	17	13	23	0
East & North Herts Care Co-ordination Centre	0	0	2	1	1	0
HCT CSAIS - Hertfordshire	0	0	0	0	0	12
HCT Acute Respiratory Hub	0	0	0	0	1	0



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HWE ShCR Monthly Views Overview - CLCH

TPP Unit Description	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
West Herts Community Adult Health Service - St Albans & Harpenden	329	247	263	309	320	285
Herts Valley Discharge Unit	433	565	575	666	800	722
West Herts Specialist Palliative Care	160	113	140	135	145	209
West Herts Heart Failure Service	136	227	132	166	181	217
West Herts Community Adult Health Service - Dacorum	428	430	394	479	446	368
West Herts Community Adult Health Service - Hertsmere	361	380	368	360	304	354
West Herts Podiatry Service	91	60	47	95	82	78
Herts Valley Community Treatment Unit	140	146	109	111	142	176
West Herts Community Adult Health Service - Watford	316	371	357	344	360	358
West Herts Community Respiratory Service	283	338	306	270	333	258
Herts Tissue Viability	98	59	71	53	48	98
West Herts Stroke Early Support Discharge	231	201	238	213	220	270
West Herts Neuro Rehab Service	151	177	297	273	268	251
West Herts Adult SALT Service	173	166	162	155	184	146
West Herts Community Hospitals	498	346	378	453	542	508
West Herts Lymphedema Service	6	4	32	20	18	16
West Herts Cardiac Rehab	20	12	27	24	17	11
West Herts Leg Ulcer Service	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	12	3	0	11	7	12
West Herts CLCH West Herts Palliative Care Referral Centre	103	95	98	94	40	60

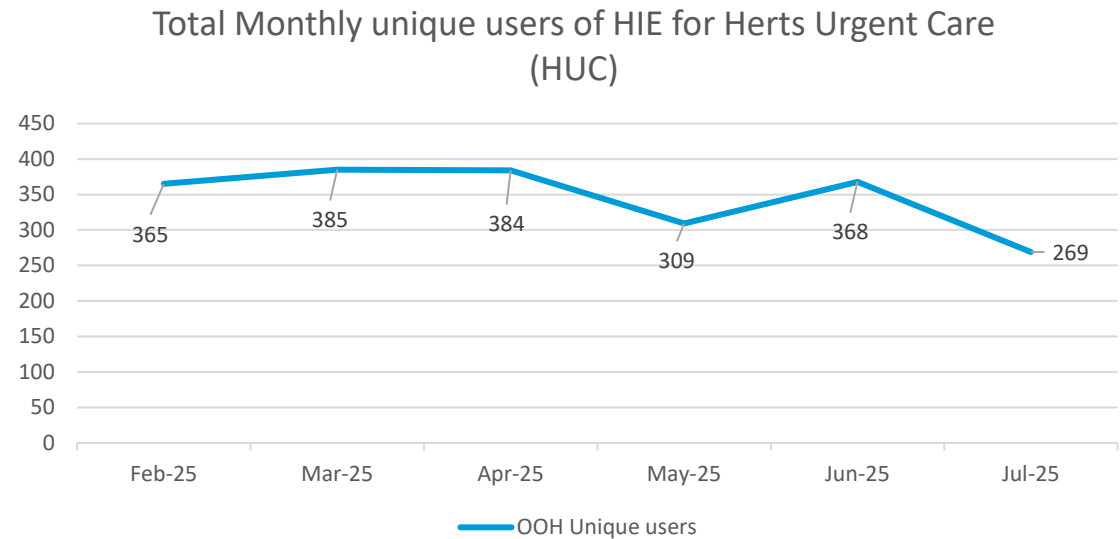
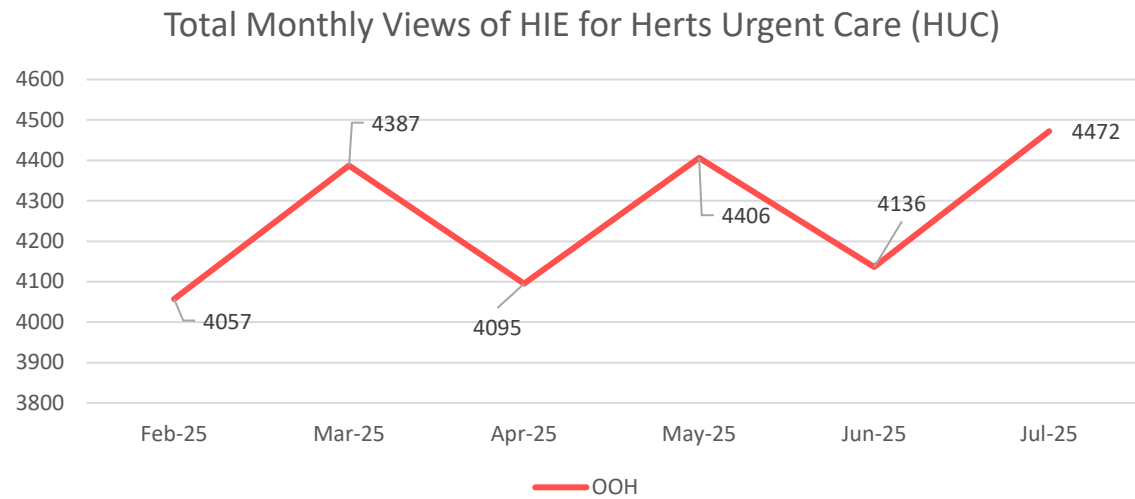


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Herts Urgent Care Out of Hours

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



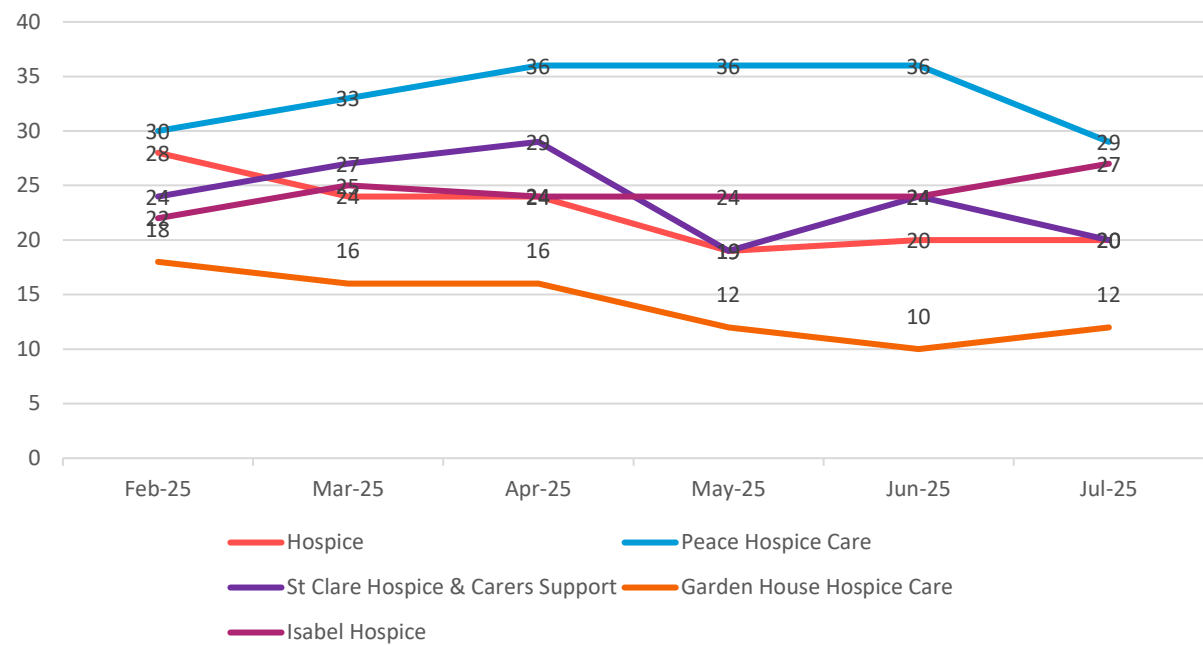
Provider	HUC
Average Views per User	17



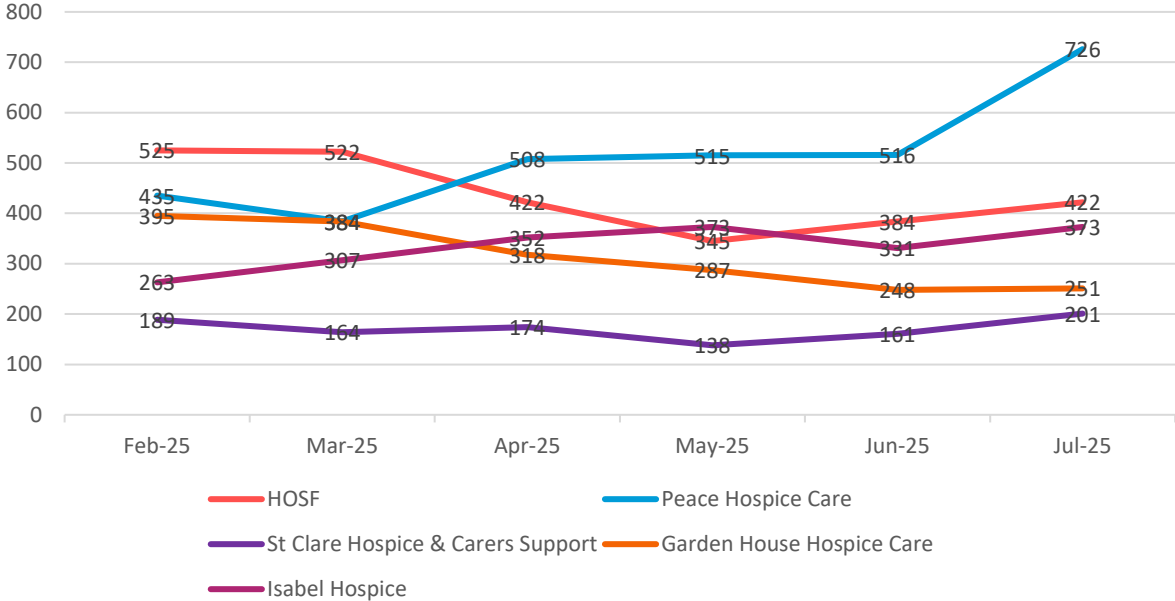
Hospice

HWE ShCR Monthly Views Overview for Hospices

Unique Users by Hospice



Total Views by Hospice

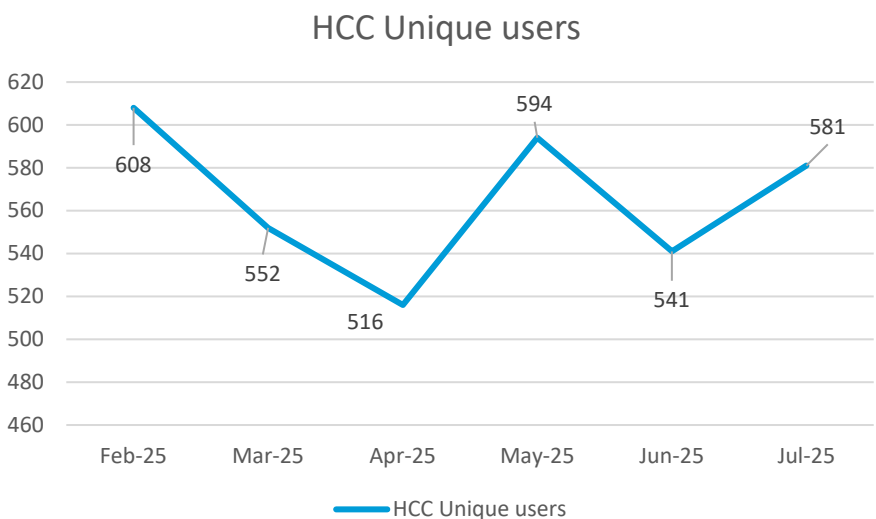
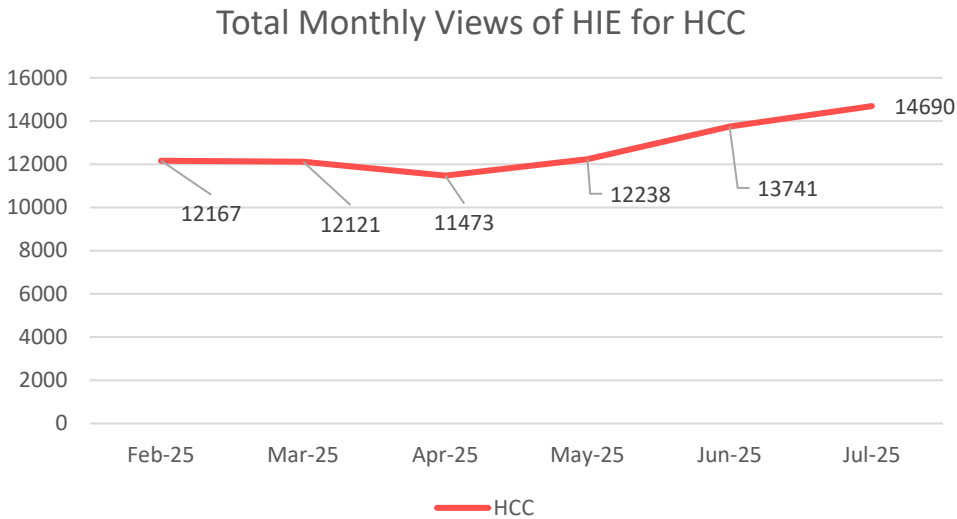


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Hertfordshire County Council

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



Provider	HCC
Average Views per User	25



GP Utilisation

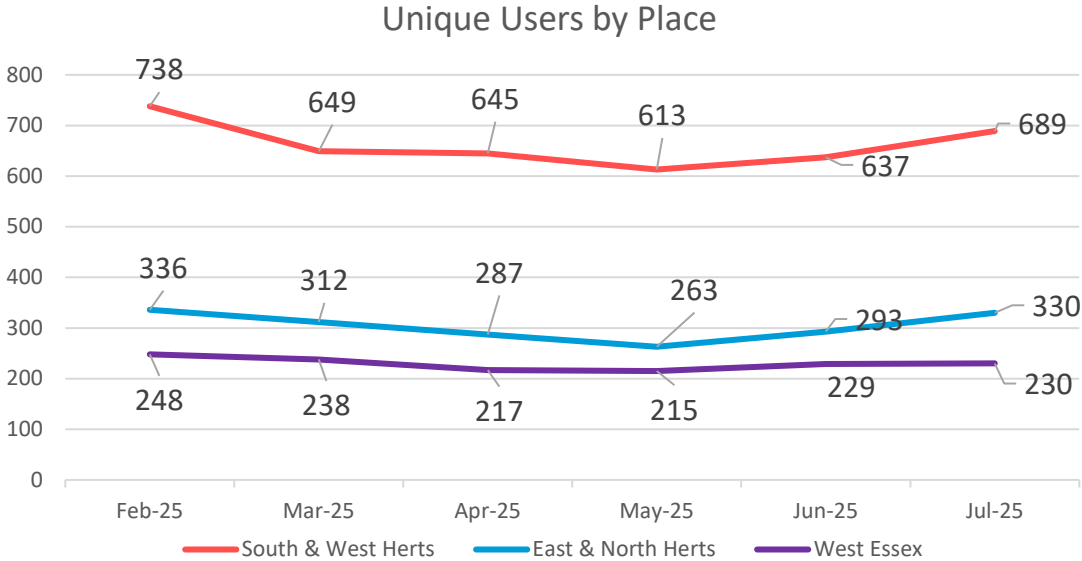
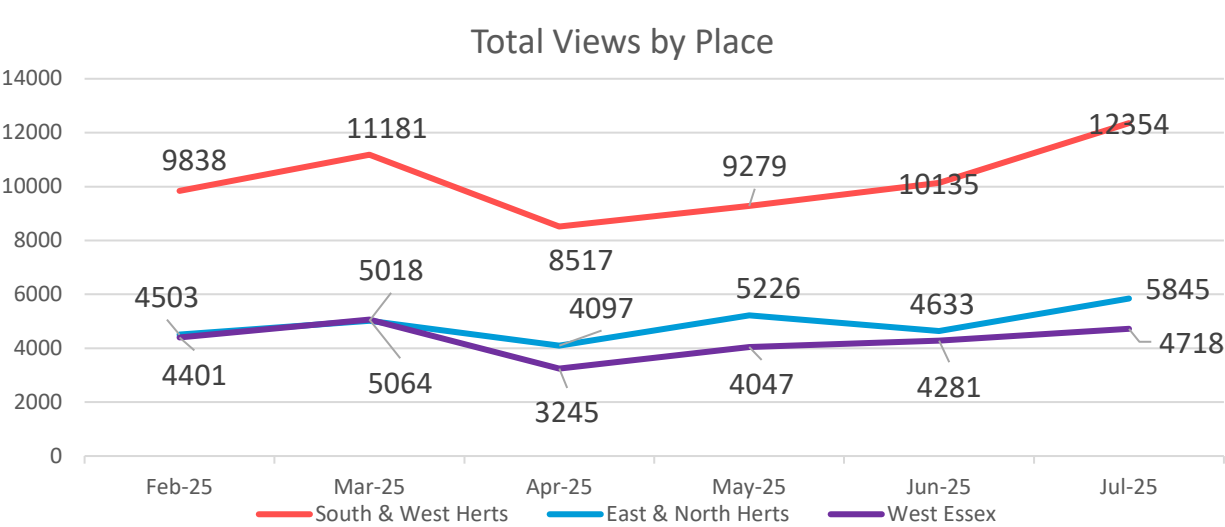


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HWE Shared Care Record Monthly Views Overview by Place

Place	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Total number of practices using	121	121	120	119	119	120
% of HWE practices using	93%	93%	92%	92%	92%	92%
% of South & West Herts practices using	98%	98%	98%	98%	96%	96%
% of East & North Herts practices using	84%	82%	84%	80%	82%	82%
% of West Essex Practices using	90%	93%	90%	90%	90%	93%



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