



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report June 2025

Author: Jahnel Palmer

Working together
for a healthier future

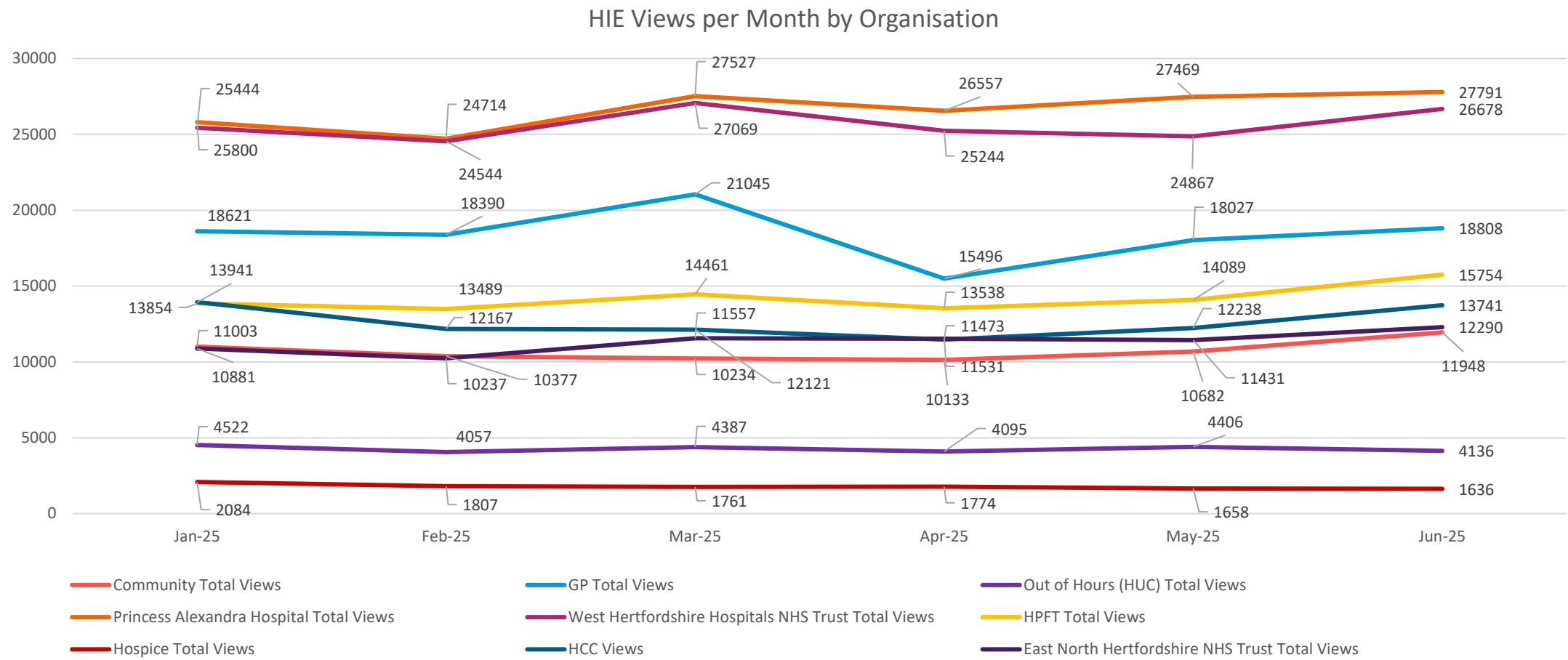


HWE Shared Care Record Utilisation – Partner benchmarking April 2025

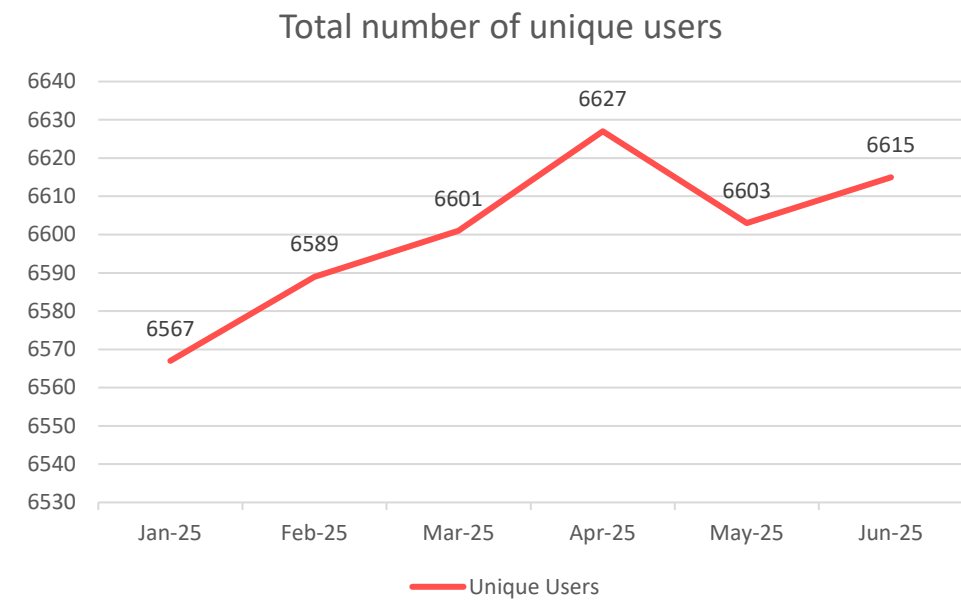
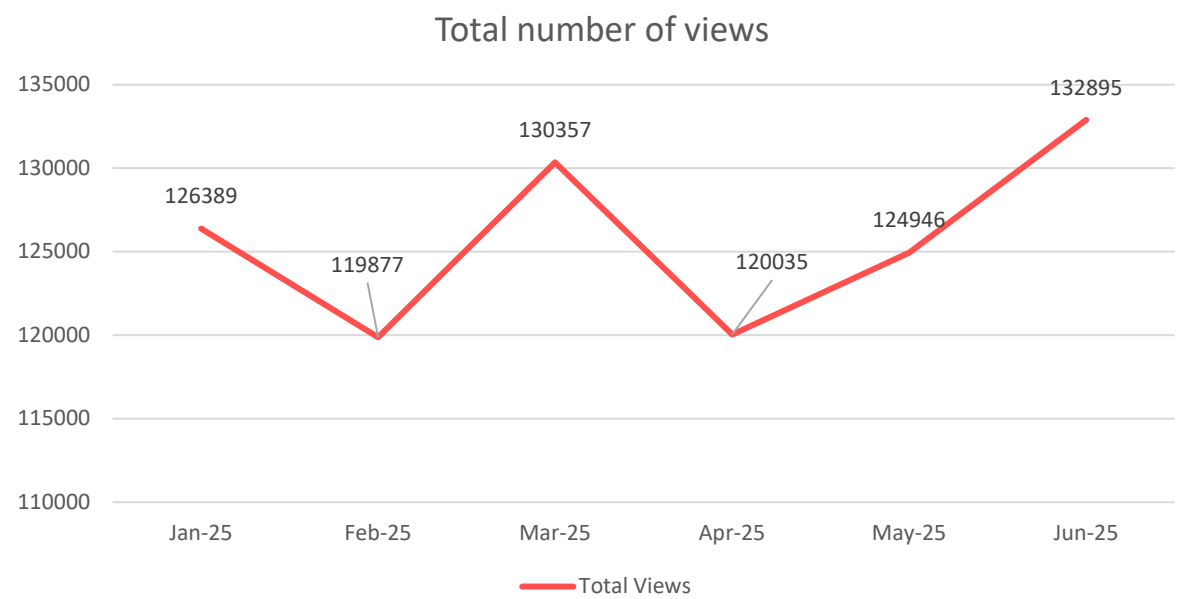
	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			
Partner	Jan 2025	Jun 2025	Trend over 6 months (% change)	Jan 2025	Jun 2025	Trend over 6 months (% change)	Users as % of total clinical/practitioner headcount*
PAHT	25800	27791	↑ 8%	1298	1238	↓ -5%	18%
WHTH	24544	26678	↑ 9%	946	881	↓ -7%	35%
ENHT	10881	12290	↑ 13%	645	795	↓ 23%	29%
HPFT	13854	15754	↑ 14%	693	776	↑ 12%	57%
HCC	13941	13741	↓ -1%	589	541	↓ -8%	30%
HCT	6600	7353	↑ 11%	473	518	↑ 10%	45%
CLCH	4150	4457	↑ 7%	312	276	↓ -12%	Data not available
HUC (OOH)	4522	4136	↓ -9%	383	368	↓ -4%	Data not available
Hospices	2084	1901	↓ -9%	125	112	↓ -10%	Data not available
GP Practices	19106	19049	↑ 0%	1204	1159	↓ -4%	Data not available
TOTAL	125482	133150	↑ 6%	6668	6664	↑ 0%	

* 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



HWE Shared Care Record – Total Views and Unique Users

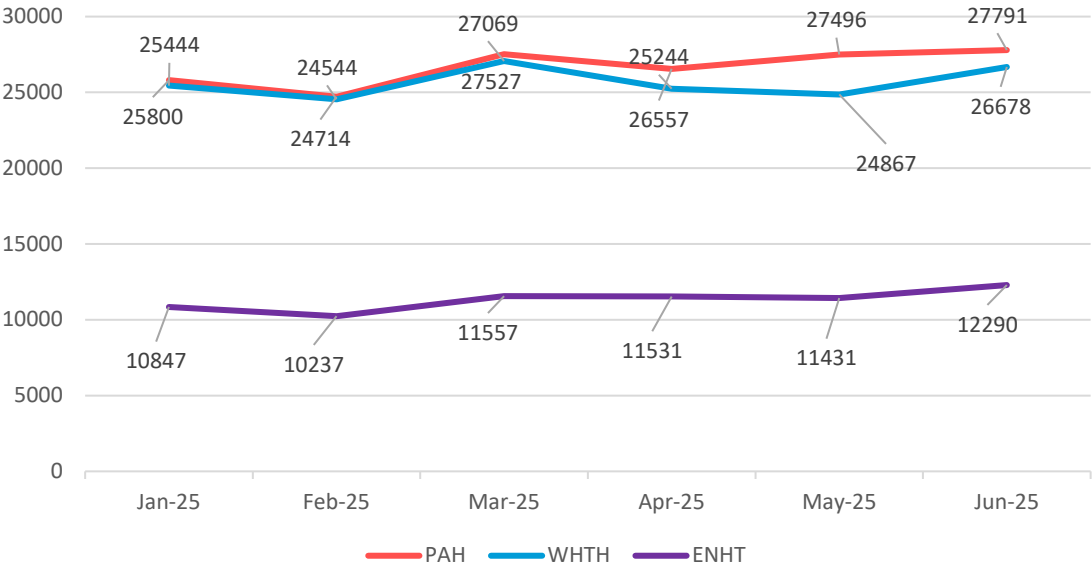


NHS Trusts

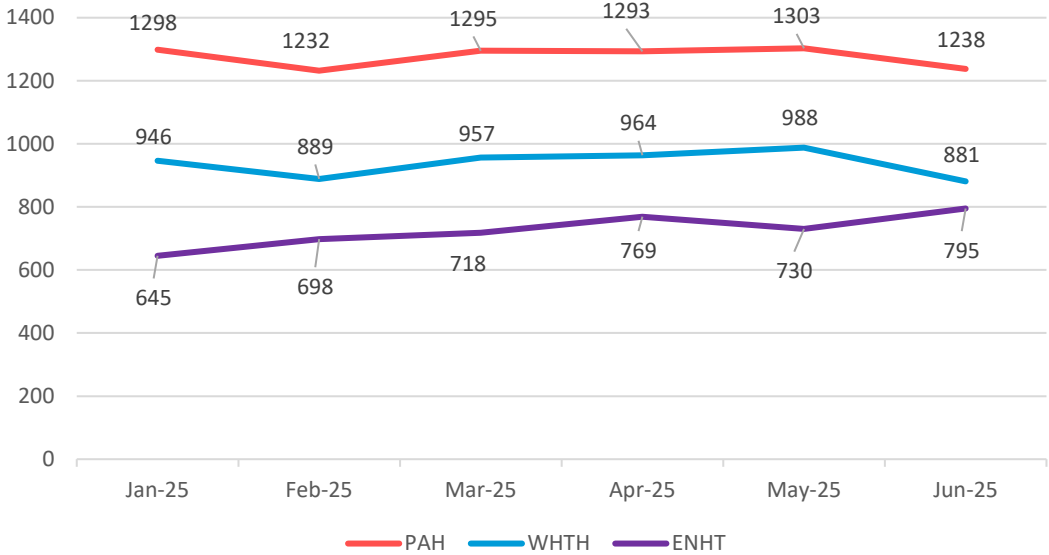
PAH, WHTH, ENHT, Mental Health & Learning Disability Trust HPFT

HWE ShCR Monthly Views and User insights - Acute

Acute views per month



Acute unique users per month



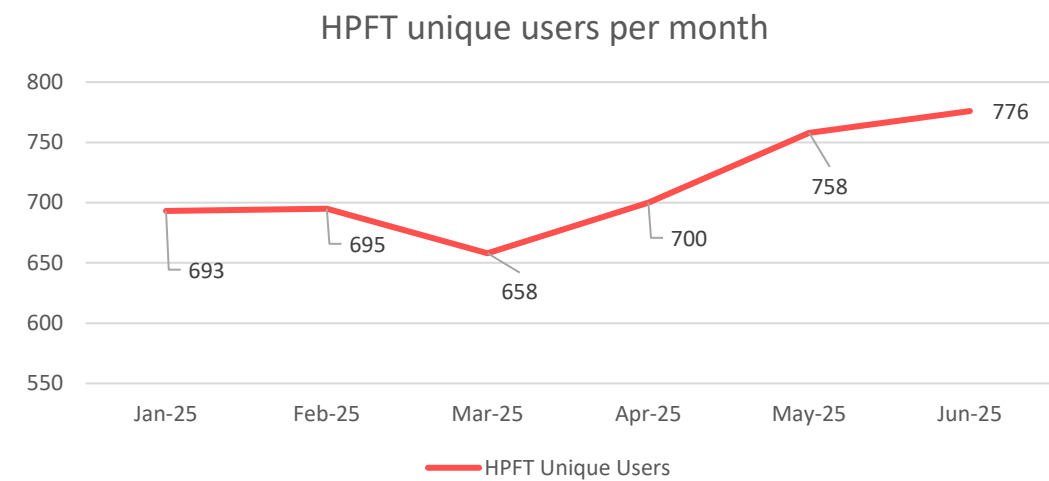
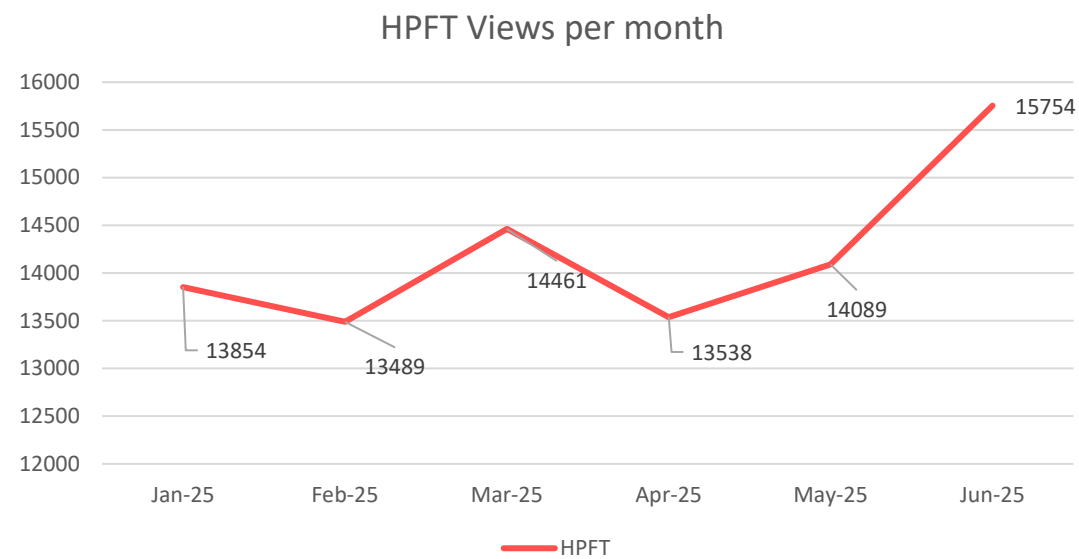
Provider	PAH	WHTH	ENHT
Average Views per User	22	30	15



Hertfordshire and
West Essex Integrated
Care System



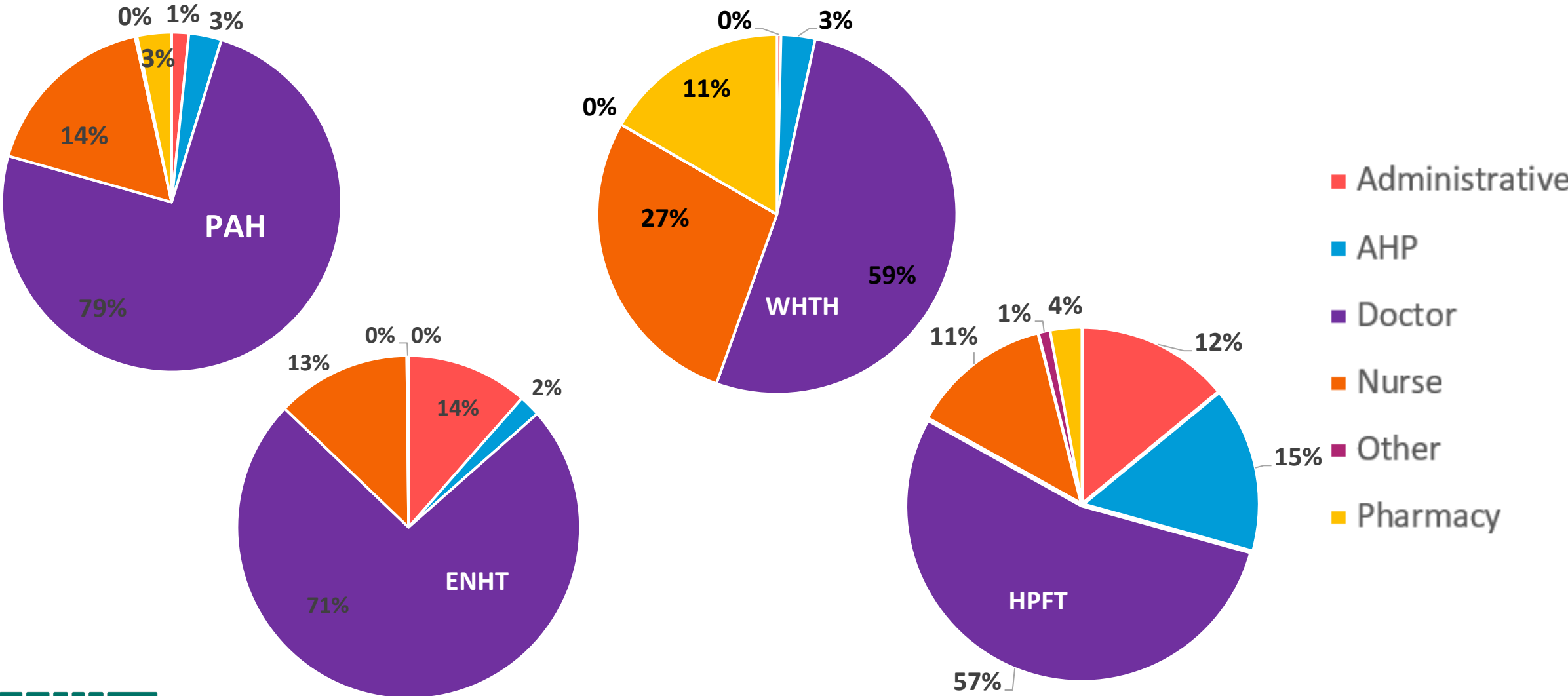
HWE ShCR Monthly Views Overview by Mental Health & Learning Disability Trust HPFT



Provider	HPFT
Average Views per User	19



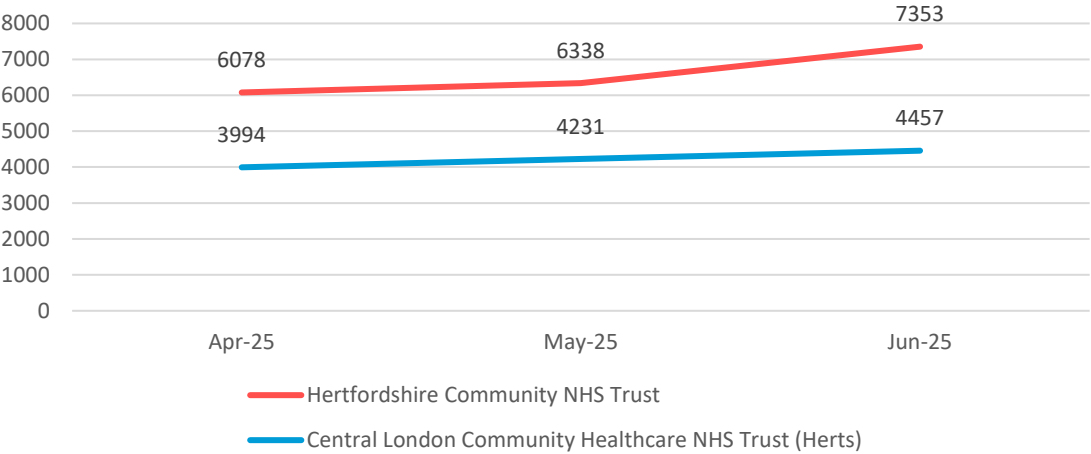
HWE ShCR Monthly Views Overview by Job Role – Acute and Mental Health



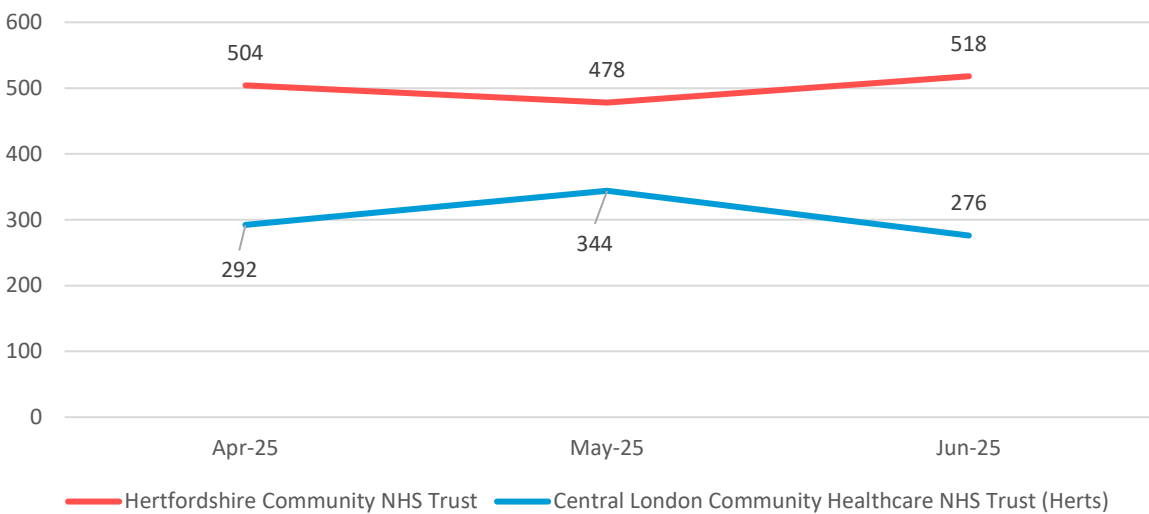
Community Providers

HWE ShCR Monthly Views Overview by Community Trust

Total Views per month by Community Trust



Unique users per month by Community Trust



Provider	HCT	CLCH
Average Views per User	14	16



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
East & North Herts Respiratory Care Service	451	427	380	339	424	433
Herts PHN - Dacorum and St Albans	401	358	350	472	333	530
Herts PHN - Watford, 3 Rivers and Hertsmere	170	149	159	108	151	141
Herts Valley Integrated Diabetes Service	533	504	567	454	411	384
Hertfordshire Diabetes Service	80	152	130	114	179	143
East and North Herts Podiatry Service	44	37	47	23	37	37
West Herts Nutrition & Dietetics	253	225	207	190	212	270
HCT Business Unit	0	1	0	0	0	0
HCT Prevention of admission	1680	1682	1372	1413	1498	1561
East & North Herts Integ Comm Team - Welhat	418	317	308	327	423	451
East and North Herts Adult Bladder & Bowel Care Service	2	0	1	1	0	0
East & North Herts Discharge Unit	13	73	126	89	156	175
East & North Herts Integ Comm Team - Lower Lea Valley	51	45	52	56	69	79
Central Midlands South CHIS	0	0	8	0	4	0
Hertfordshire Musculoskeletal Service	38	13	21	11	13	0
Hertfordshire Children's SLT Service	0	0	0	0	0	1
HCT EPR Core - HCT	57	15	26	31	32	193
West Herts Diabetes Retinal Screening Service	251	406	362	342	390	640
Herts PHN - East Herts, Broxbourne and Welhat	160	128	168	121	121	211
Hertfordshire Community NHS PALMS Service	3	0	1	11	14	22
East & North Herts SLT Service Adults	12	18	16	6	9	10
East & North Herts Nutrition and Dietetics Service	48	5	19	5	10	20
East & North Herts Integ Comm Team - Upper Lea Valley	228	187	207	225	200	265
Herts Step2 Mental Health and Emotional Wellbeing	3	7	0	0	0	0



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Herts PHN - North Herts and Stevenage	178	163	165	124	117	140
Mental Health in Schools Team	0	0	1	0	0	0
East & North Herts Integ Comm Team - Royston	63	73	84	74	55	111
East & North Herts Integ Comm Team Stevenage	396	303	281	326	202	330
East & North Herts Neuro Rehab Service	53	36	58	54	75	97
Hertfordshire Children's OT & Physio Service	70	47	56	65	56	61
West Herts Com Paeds	0	0	0	1	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	1	3	1	8	3	2
East and North Herts Specialist Palliative Care	67	85	141	108	132	95
East and North Herts Tissue Viability	1	11	4	28	28	51
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	32	26	36	27	33	25
East & North Herts Integ Comm Team - North Herts	488	479	334	529	553	470
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	1	0	0	0	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	23	20	57	35	37	47
East & North Herts Leg Ulcer Service	54	46	74	127	95	81
East & North Herts Skin Health Service	0	0	0	1	0	2
East and North Herts Lymphoedema Service	8	7	5	10	26	18



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	10	20	8	8	0	3
Herts Community Dental Service	205	188	313	2	1	4
Herts Sickle Cell Service	3	4	11	167	172	184
West Herts Children's Comm & Spec Nursing Service	0	0	0	7	17	11
West Herts Special School Nurses and Herts Transitional 14-21 Service	0	0	0	0	0	0
West Herts Children's Eye Care Service	5	22	13	0	0	0
West Herts Paediatric Audiology Service	0	0	0	17	31	12
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	0	1	0
HCT EPR Core - HCC	0	0	0	0	0	0
HCT - External EPR Core	6	14	13	0	0	0
HCT Macmillan Brain CARE Team	0	0	0	3	4	16
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	40	26	22	0	0	0
HCT Covid-19 Rehab co-ordination Service	0	0	9	17	13	23
East & North Herts Care Co-ordination Centre	0	0	0	2	1	1
HCT CSAIS - Hertfordshire	0	0	0	0	0	0
HCT Acute Respiratory Hub	0	0	0	0	0	1



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Views Overview - CLCH

TPP Unit Description	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
West Herts Community Adult Health Service - St Albans & Harpenden	225	329	247	263	309	320
Herts Valley Discharge Unit	550	433	565	575	666	800
West Herts Specialist Palliative Care	155	160	113	140	135	145
West Herts Heart Failure Service	179	136	227	132	166	181
West Herts Community Adult Health Service - Dacorum	477	428	430	394	479	446
West Herts Community Adult Health Service - Hertsmere	393	361	380	368	360	304
West Herts Podiatry Service	51	91	60	47	95	82
Herts Valley Community Treatment Unit	147	140	146	109	111	142
West Herts Community Adult Health Service - Watford	355	316	371	357	344	360
West Herts Community Respiratory Service	428	283	338	306	270	333
Herts Tissue Viability	79	98	59	71	53	48
West Herts Stroke Early Support Discharge	222	231	201	238	213	220
West Herts Neuro Rehab Service	180	151	177	297	273	268
West Herts Adult SALT Service	254	173	166	162	155	184
West Herts Community Hospitals	431	498	346	378	453	542
West Herts Lymphedema Service	3	6	4	32	20	18
West Herts Cardiac Rehab	20	20	12	27	24	17
West Herts Leg Ulcer Service	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	1	12	3	0	11	7
West Herts CLCH West Herts Palliative Care Referral Centre	0	103	95	98	94	40

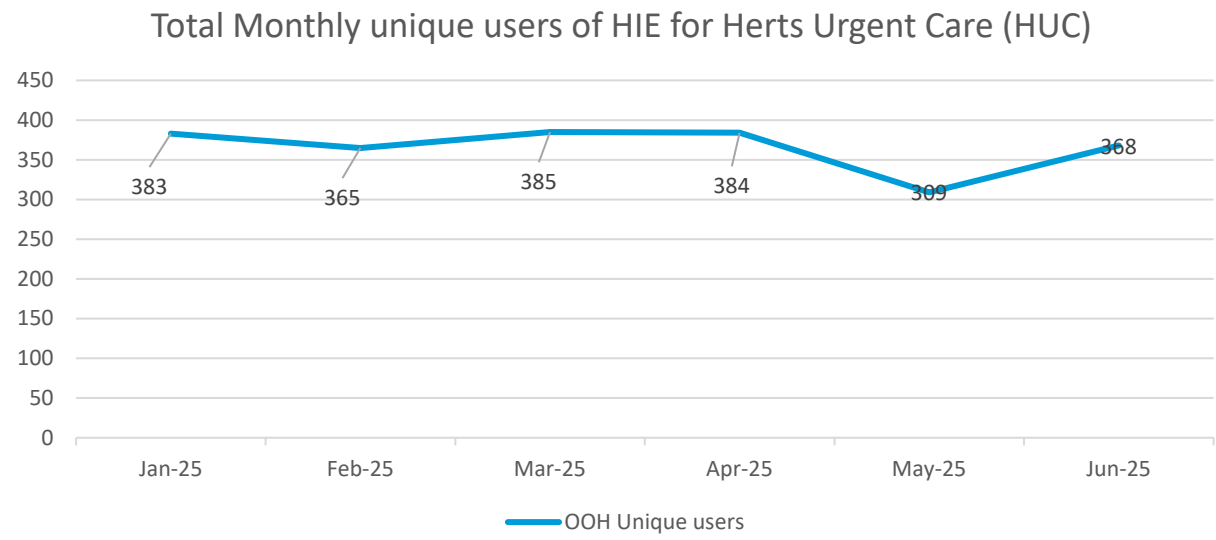
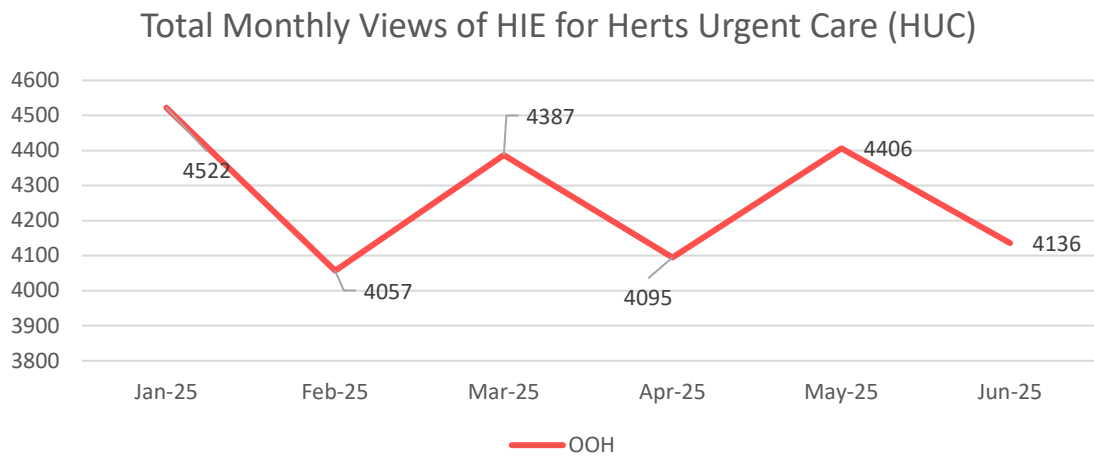


Hertfordshire and
West Essex Integrated
Care System



Herts Urgent Care Out of Hours

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



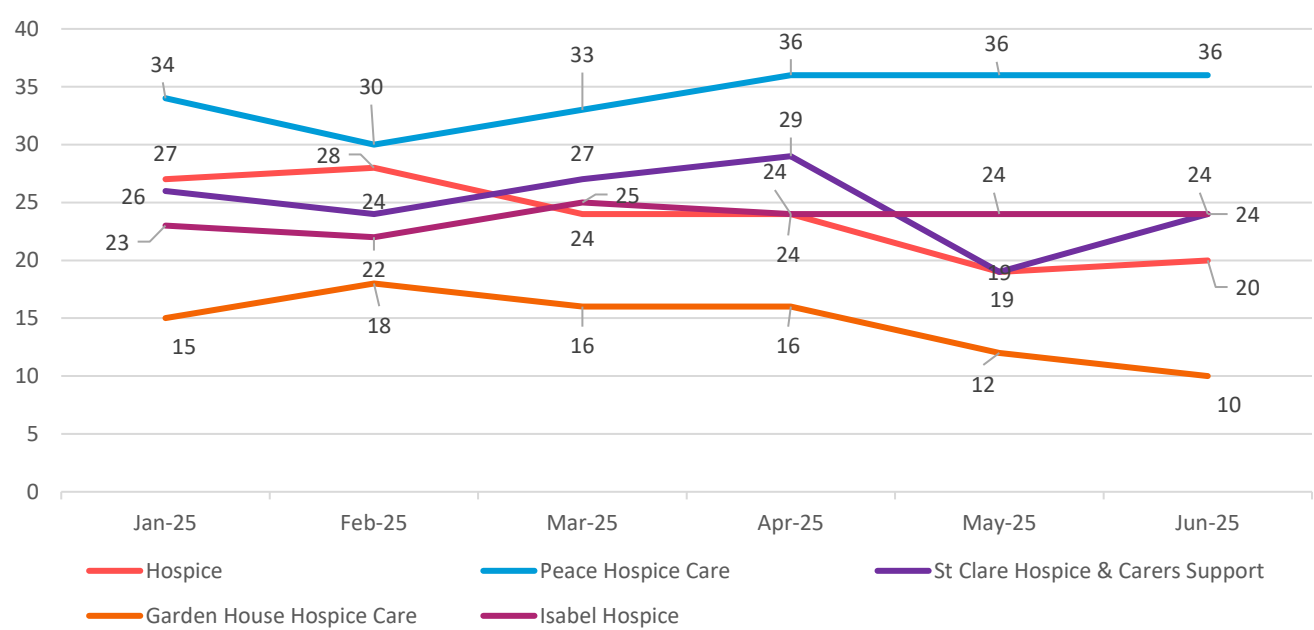
Provider	HUC
Average Views per User	11



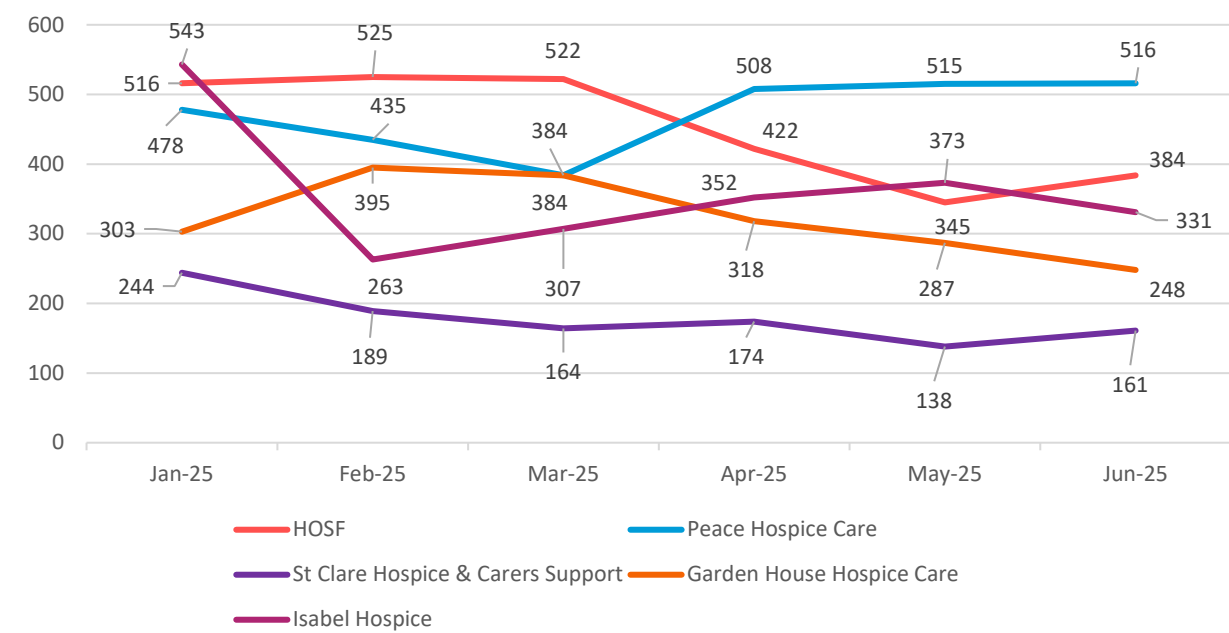
Hospice

HWE ShCR Monthly Views Overview for Hospices

Unique Users by Hospice



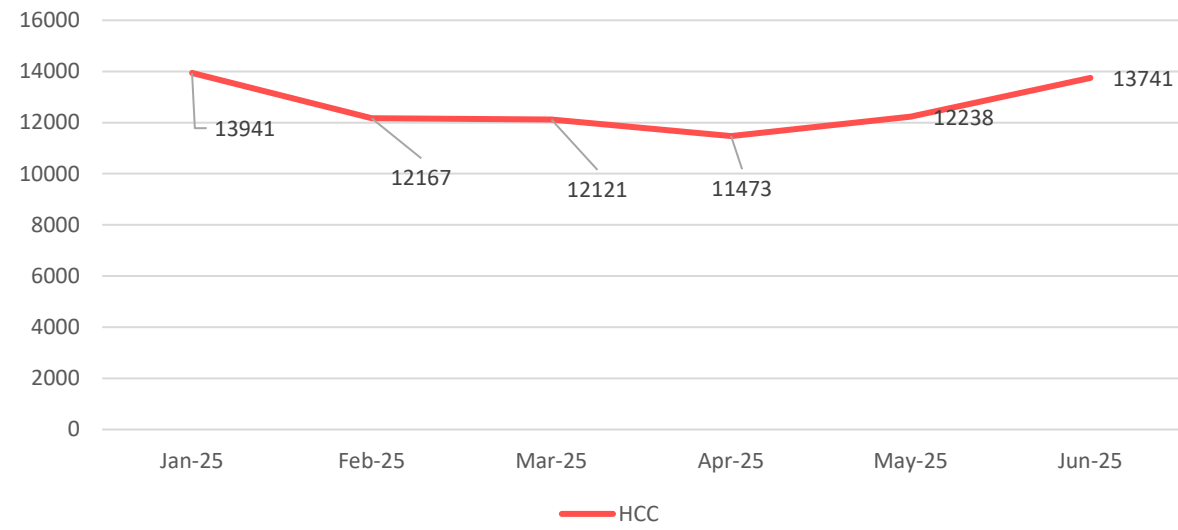
Total Views by Hospice



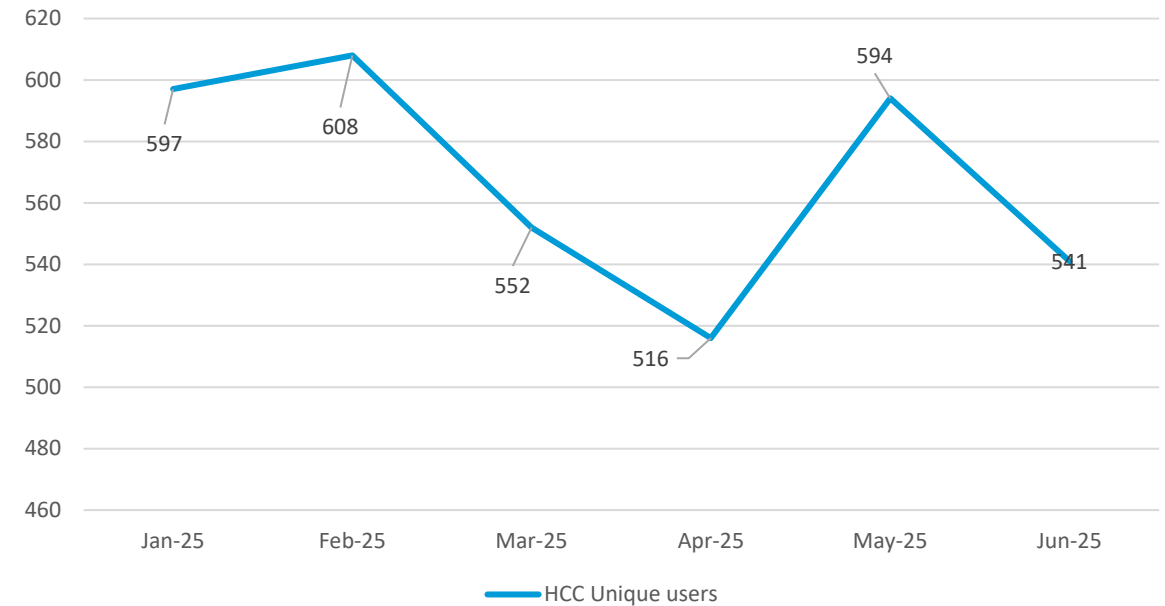
Hertfordshire County Council

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	25



GP Utilisation

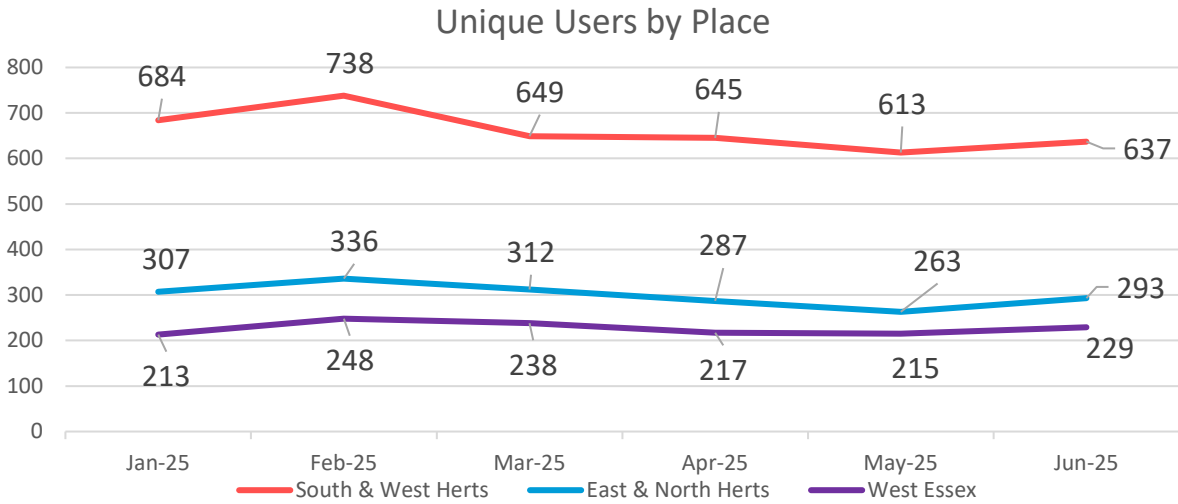
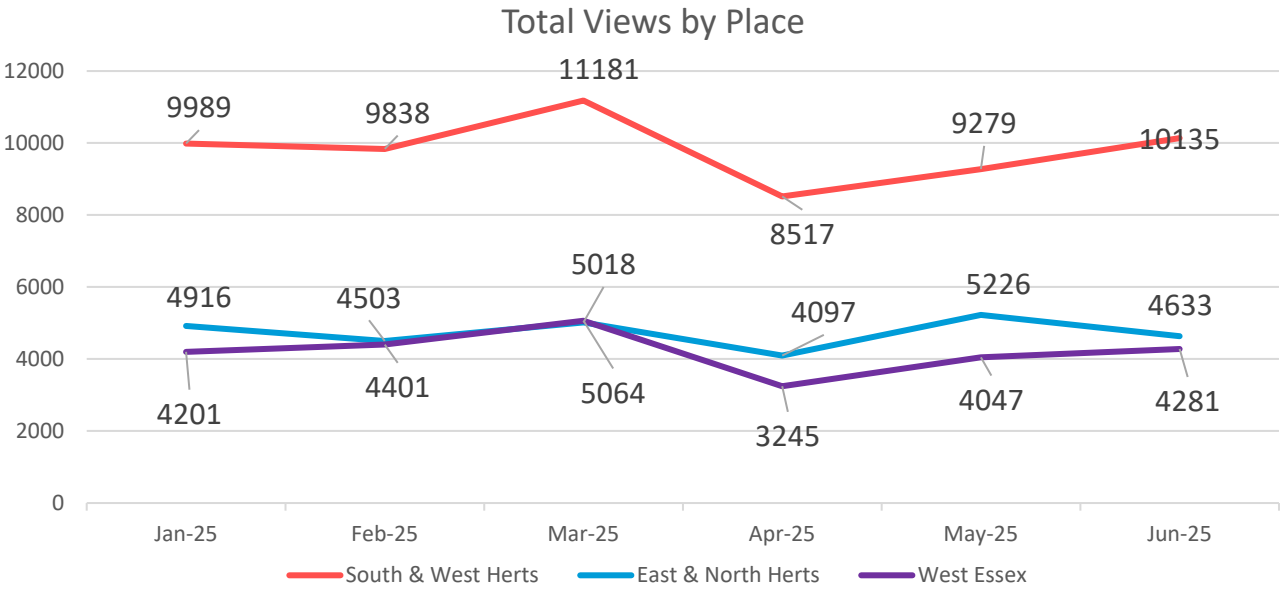


Hertfordshire and
West Essex Integrated
Care System



HWE Shared Care Record Monthly Views Overview by Place

Place	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Total number of practices using	118	121	121	120	119	119
% of HWE practices using	91%	93%	93%	92%	92%	92%
% of South & West Herts practices using	98%	98%	98%	98%	98%	96%
% of East & North Herts practices using	80%	84%	82%	84%	80%	82%
% of West Essex Practices using	87%	90%	93%	90%	90%	90%



Hertfordshire and
West Essex Integrated
Care System

