



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report March 2025

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Working together
for a healthier future



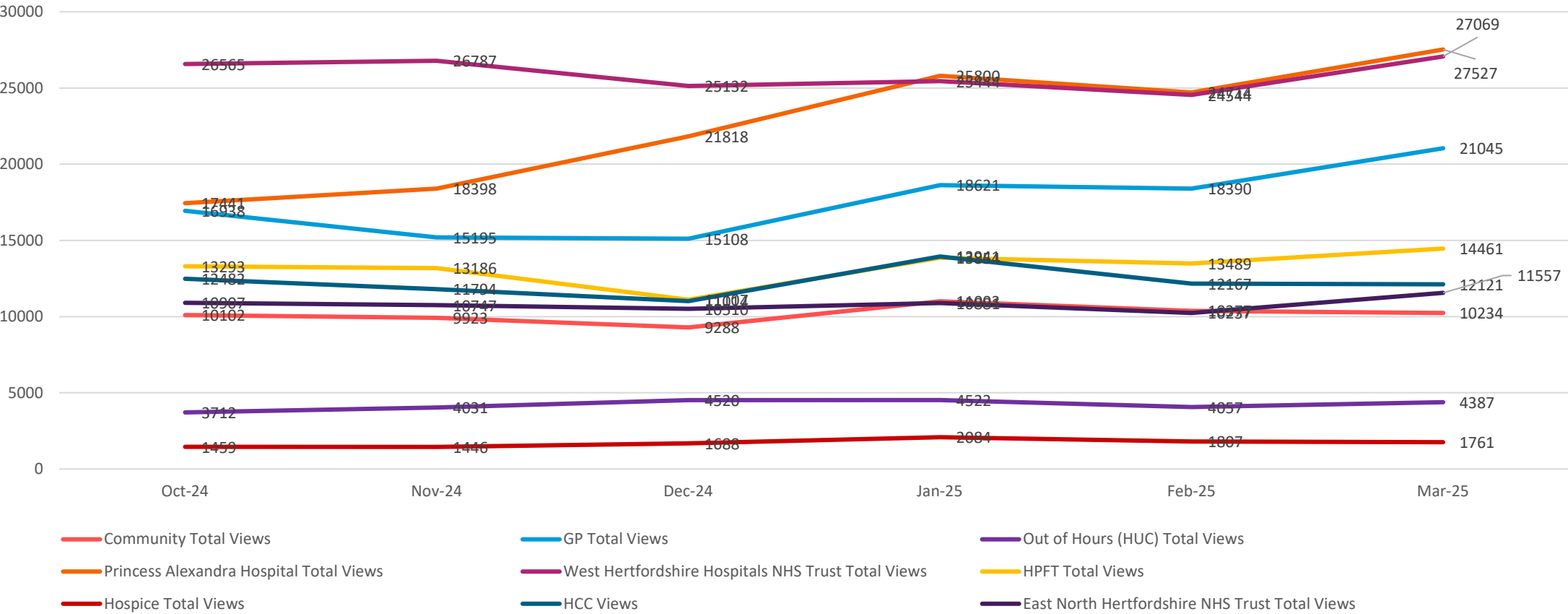
HWE Shared Care Record Utilisation – Partner benchmarking February 2025

	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			
Partner	Sep 2024	Mar 2025	Trend over 6 months (% change)	Sep 2024	Mar 2025	Trend over 6 months (% change)	Users as % of total clinical/practitioner headcount*
PAHT	15744	27527	↑ + 75%	896	1295	↑ + 45%	38%
WHTH	24272	27069	↑ + 12%	1282	957	↓ - 25%	36%
ENHT	9834	11557	↑ + 18%	918	718	↓ - 22%	22%
HPFT	11752	14461	↑ + 23%	876	658	↓ - 25%	45%
HCC	9421	12121	↑ + 29%	477	552	↑ + 16%	44%
HCT	5409	6216	↑ + 15%	376	496	↑ + 32%	28%
CLCH	2834	3940	↑ + 39%	258	269	↑ + 4%	Data not available
HUC (OOH)	3710	4387	↑ + 18%	304	385	↑ + 27%	Data not available
Hospices	1258	1761	↑ + 40%	96	124	↑ + 29%	Data not available
GP Practices	15678	21263	↑ + 36%	1162	1199	↑ + 3%	Data not available
TOTAL	99912	130302	↑ + 30%	6645	6653	↑ 0%	

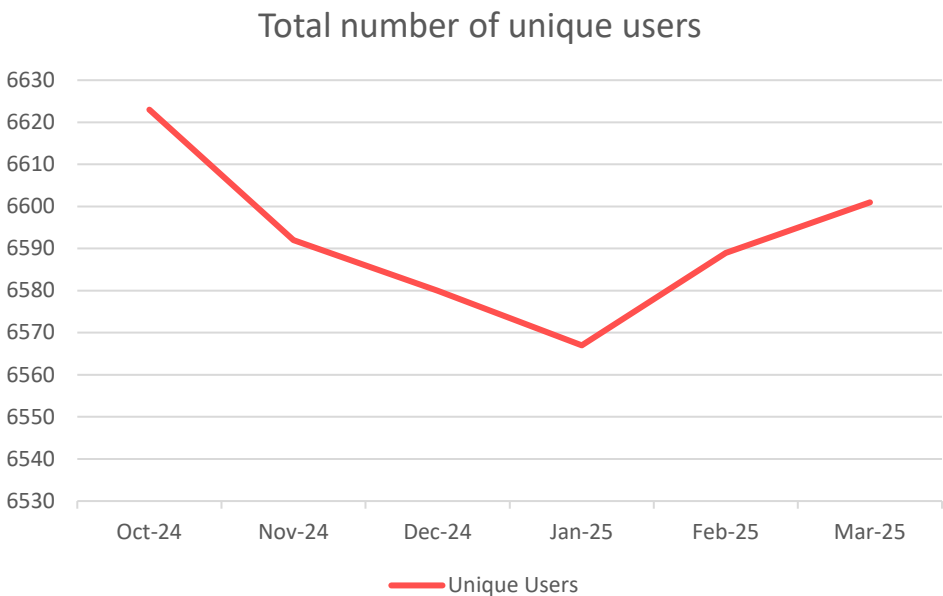
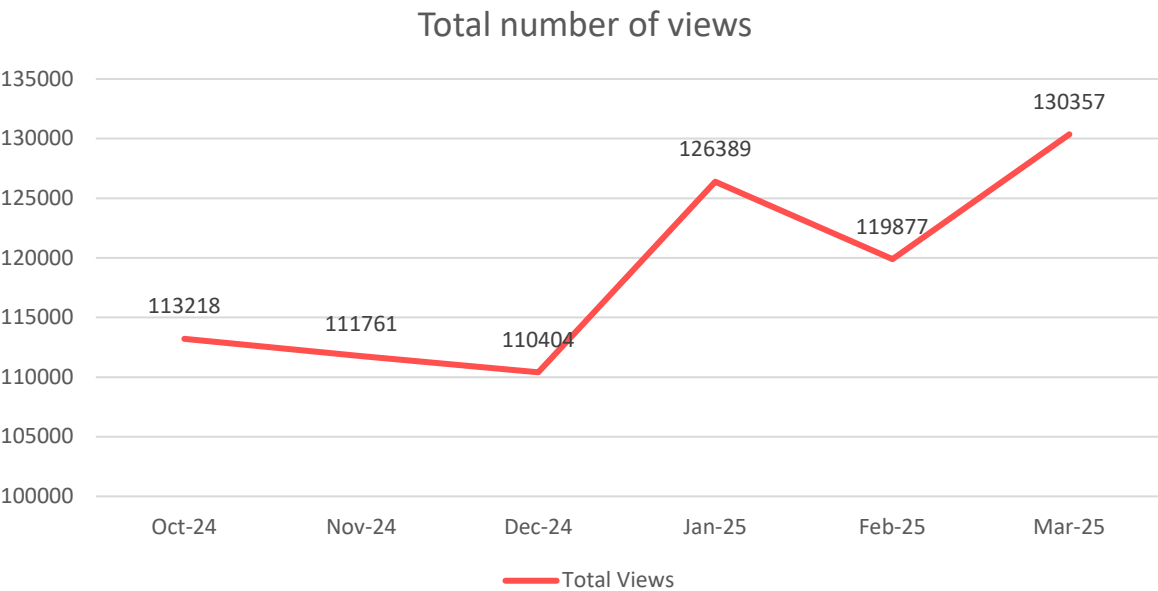
* Total clinical headcount calculated from <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics> November 2023 figures adjusted to remove administrative accesses to the HWE ShCR. NB: Figures for HCC calculated from number of staff who have been provided access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

HWE Shared Care Record Utilisation - Overview

HIE Views per Month by Organisation



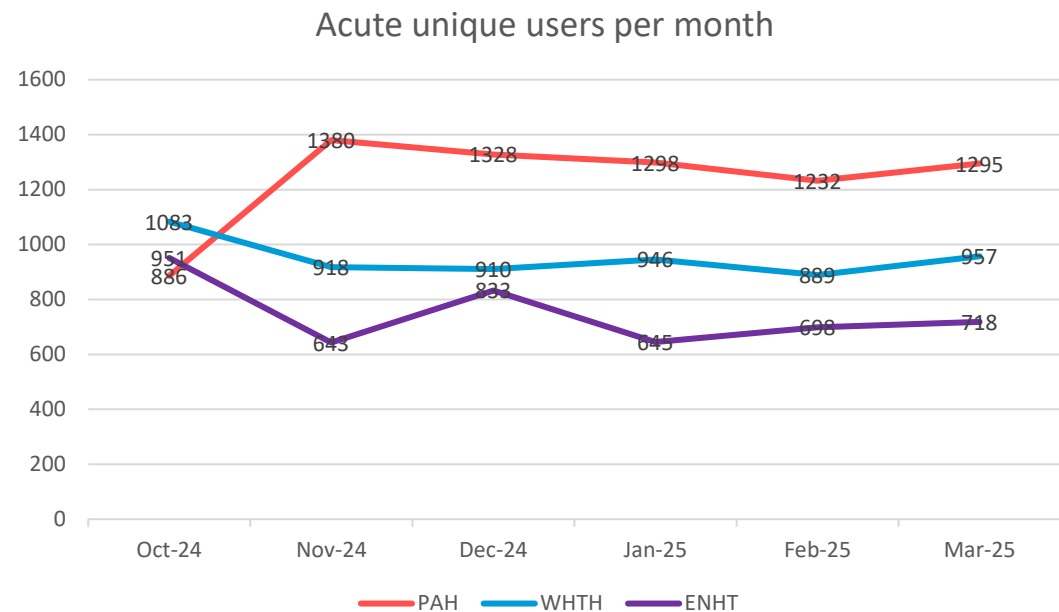
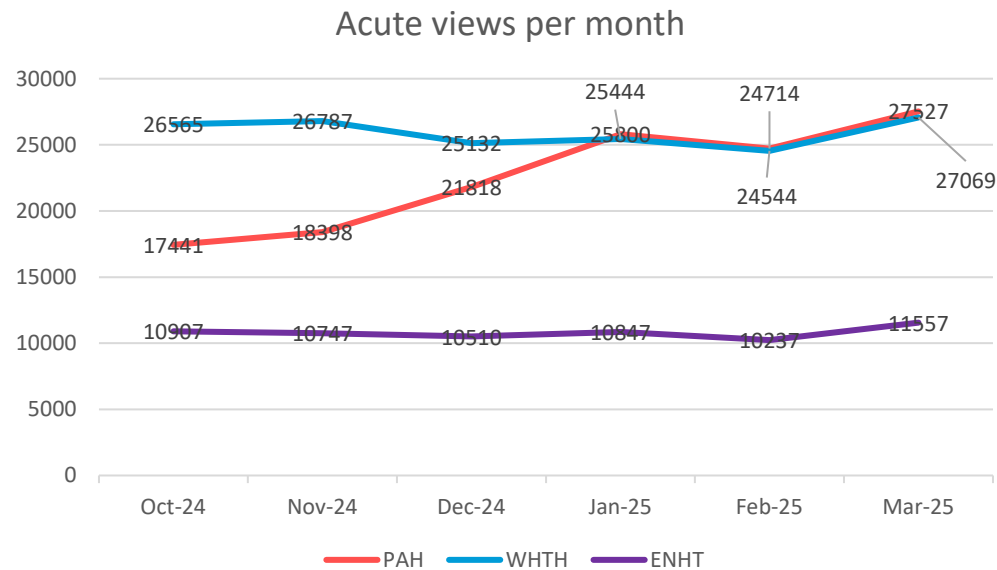
HWE Shared Care Record – Total Views and Unique Users



NHS Trusts

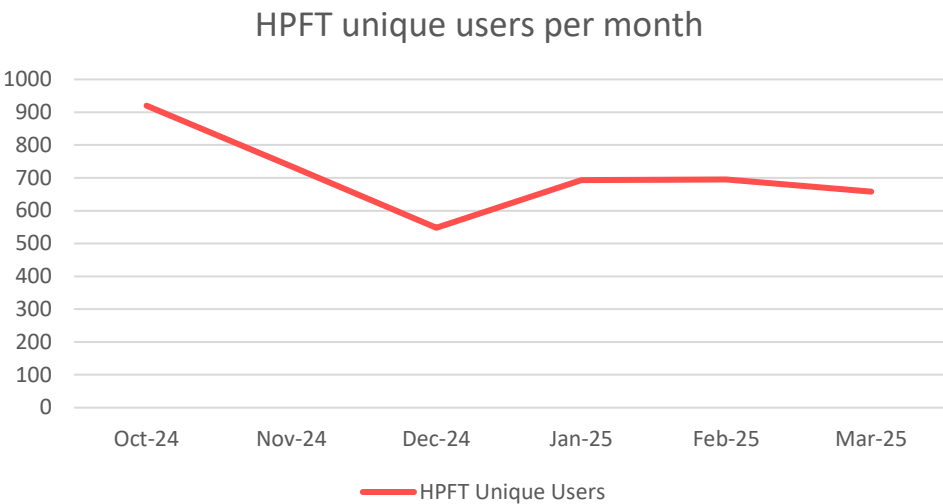
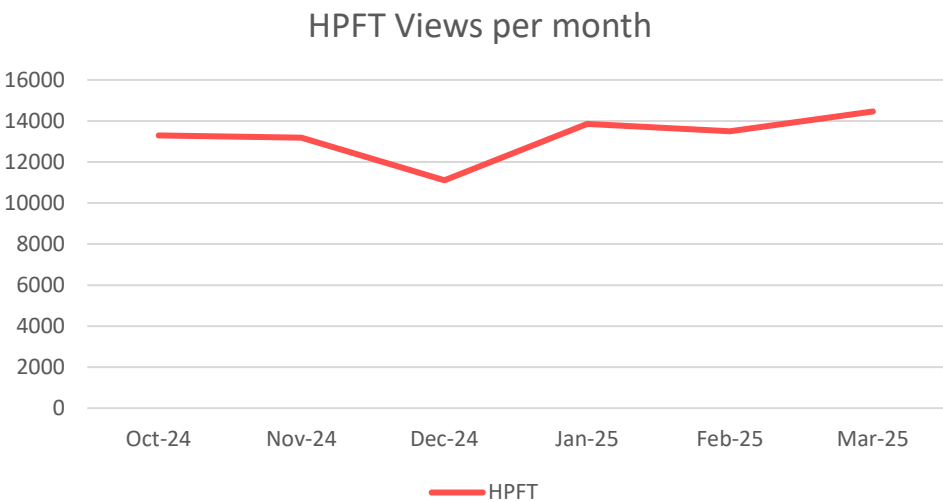
PAH, WHTH, ENHT, Mental Health & Learning Disability Trust HPFT

HWE ShCR Monthly Views and User insights - Acute



Provider	PAH	WHTH	ENHT
Average Views per User	21	28	16

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



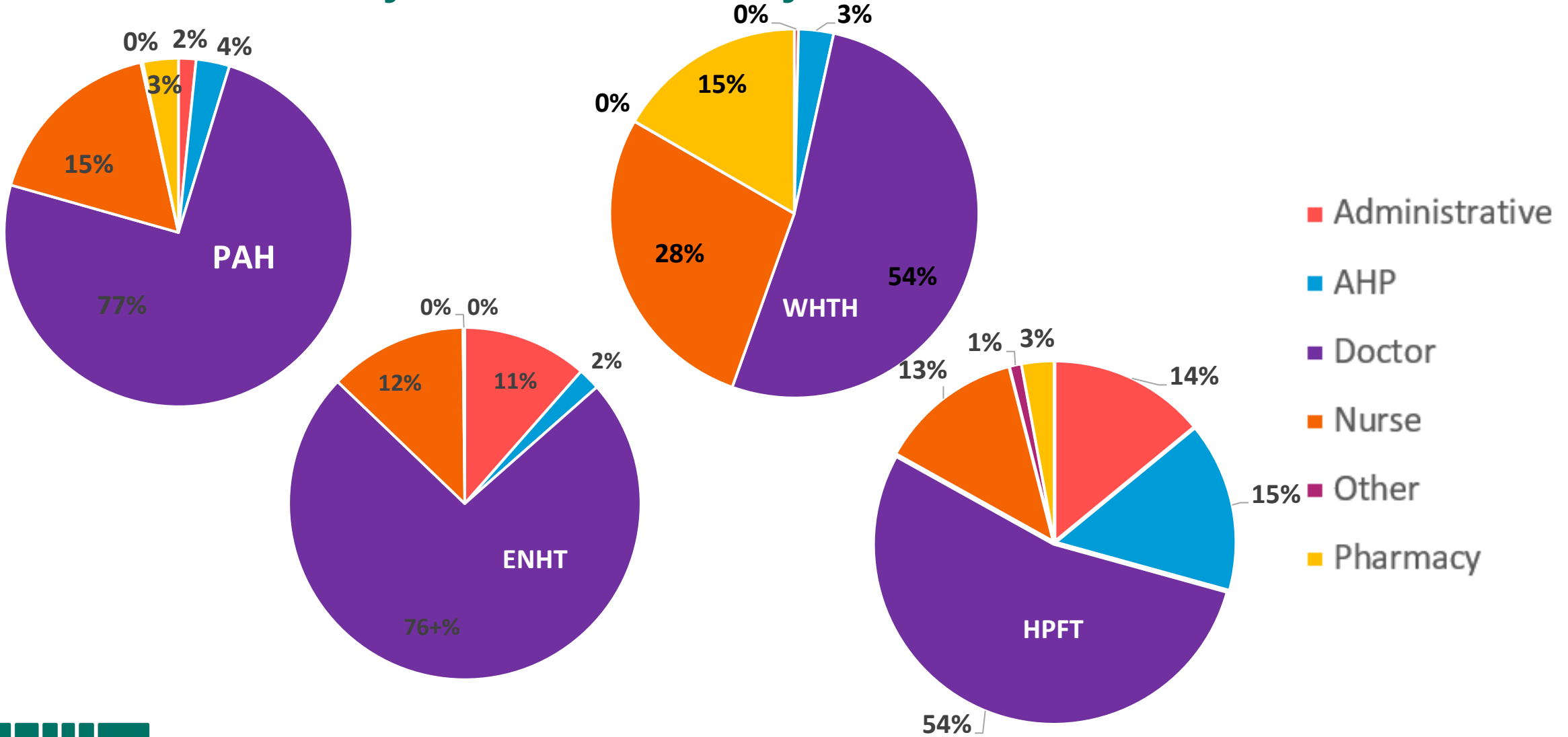
Provider	HPFT
Average Views per User	22



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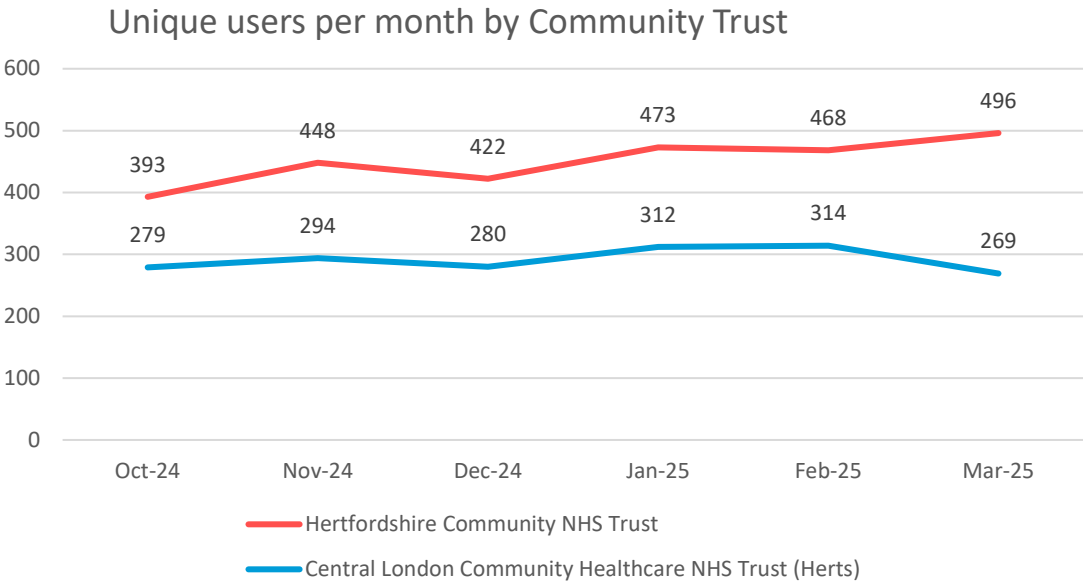
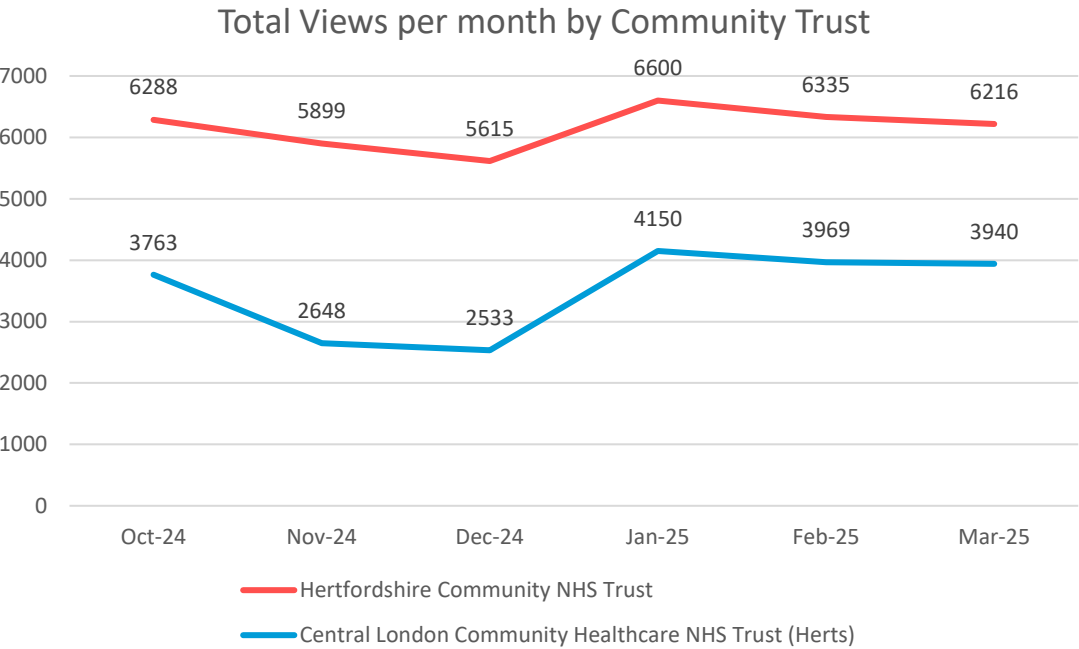


HWE ShCR Monthly Views Overview by Job Role – Acute and Mental Health



Community Providers

HWE ShCR Monthly Views Overview by Community Trust



Provider	HCT	CLCH
Average Views per User	13	15



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
East & North Herts Respiratory Care Service	388	414	402	451	427	380
Herts PHN - Dacorum and St Albans	482	478	388	401	358	350
Herts PHN - Watford, 3 Rivers and Hertsmere	209	181	171	170	149	159
Herts Valley Integrated Diabetes Service	686	521	461	533	504	567
Hertfordshire Diabetes Service	91	104	94	80	152	130
East and North Herts Podiatry Service	30	32	23	44	37	47
West Herts Nutrition & Dietetics	229	142	259	253	225	207
HCT Business Unit	0	0	1	0	1	0
HCT Prevention of admission	1577	1563	1444	1680	1682	1372
East & North Herts Integ Comm Team - Welhat	307	317	268	418	317	308
East and North Herts Adult Bladder & Bowel Care Service	0	0	0	2	0	1
East & North Herts Discharge Unit	14	9	16	13	73	126
East & North Herts Integ Comm Team - Lower Lea Valley	61	55	51	51	45	52
Central Midlands South CHIS	0	0	2	0	0	8
Hertfordshire Musculoskeletal Service	19	20	25	38	13	21
Hertfordshire Children's SLT Service	0	0	1	0	0	0
HCT EPR Core - HCT	65	36	36	57	15	26
West Herts Diabetes Retinal Screening Service	368	287	177	251	406	362
Herts PHN - East Herts, Broxbourne and Welhat	173	152	135	160	128	168
Hertfordshire Community NHS PALMS Service	7	7	1	3	0	1
East & North Herts SLT Service Adults	4	11	28	12	18	16
East & North Herts Nutrition and Dietetics Service	19	10	9	48	5	19
East & North Herts Integ Comm Team - Upper Lea Valley	156	194	197	228	187	207
Herts Step2 Mental Health and Emotional Wellbeing	0	0	1	3	7	0



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Herts PHN - North Herts and Stevenage	221	153	150	178	163	165
Mental Health in Schools Team	0	0	0	0	0	1
East & North Herts Integ Comm Team - Royston	34	92	42	63	73	84
East & North Herts Integ Comm Team Stevenage	233	261	292	396	303	281
East & North Herts Neuro Rehab Service	19	31	20	53	36	58
Hertfordshire Children's OT & Physio Service	31	52	36	70	47	56
West Herts Com Paeds	0	2	1	0	0	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	4	3	7	1	3	1
East and North Herts Specialist Palliative Care	36	42	29	67	85	141
East and North Herts Tissue Viability	22	7	9	1	11	4
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	2	18	15	32	26	36
East & North Herts Integ Comm Team - North Herts	426	305	506	488	479	334
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	0	0	0	1	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	36	31	18	23	20	57
East & North Herts Leg Ulcer Service	51	55	76	54	46	74
East & North Herts Skin Health Service	4	0	0	0	0	0
East and North Herts Lymphoedema Service	0	13	10	8	7	5



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HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	0	0	2	10	20	8
Herts Community Dental Service	0	2	1	205	188	313
Herts Sickle Cell Service	3	5	2	3	4	11
West Herts Children's Comm & Spec Nursing Service	231	230	148	0	0	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	0	0	0	5	22	13
West Herts Paediatric Audiology Service	0	0	0	0	0	0
Herts Children Looked After & Care Leavers Service	19	32	6	0	0	0
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	1	0	0	0
HCT - External EPR Core	0	0	0	6	14	13
HCT Macmillan Brain CARE Team	0	0	0	0	0	0
East and North Herts Maple Frailty service	17	13	15	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	0	0	0	40	26	22
HCT Covid-19 Rehab co-ordination Service	0	0	0	0	0	9
East & North Herts Care Co-ordination Centre	14	19	38	0	0	0
HCT CSAIS - Hertfordshire	0	0	1	0	0	0
HCT Acute Respiratory Hub	0	0	0	0	0	0



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HWE ShCR Monthly Views Overview - CLCH

TPP Unit Description	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
West Herts Community Adult Health Service - St Albans & Harpenden	295	0	231	225	329	247
Herts Valley Discharge Unit	360	0	498	550	433	565
West Herts Specialist Palliative Care	101	0	135	155	160	113
West Herts Heart Failure Service	154	0	164	179	136	227
West Herts Community Adult Health Service - Dacorum	457	0	565	477	428	430
West Herts Community Adult Health Service - Hertsmere	284	1577	219	393	361	380
West Herts Podiatry Service	41	0	59	51	91	60
Herts Valley Community Treatment Unit	112	0	128	147	140	146
West Herts Community Adult Health Service - Watford	397	0	342	355	316	371
West Herts Community Respiratory Service	343	371	395	428	283	338
Herts Tissue Viability	35	686	19	79	98	59
West Herts Stroke Early Support Discharge	156	14	184	222	231	201
West Herts Neuro Rehab Service	277	0	199	180	151	177
West Herts Adult SALT Service	230	0	242	254	173	166
West Herts Community Hospitals	438	0	401	431	498	346
West Herts Lymphedema Service	18	0	2	3	6	4
West Herts Cardiac Rehab	18	0	15	20	20	12
West Herts Leg Ulcer Service	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	1	0	0	1	12	3
West Herts CLCH West Herts Palliative Care Referral Centre	46	0	45	0	103	95

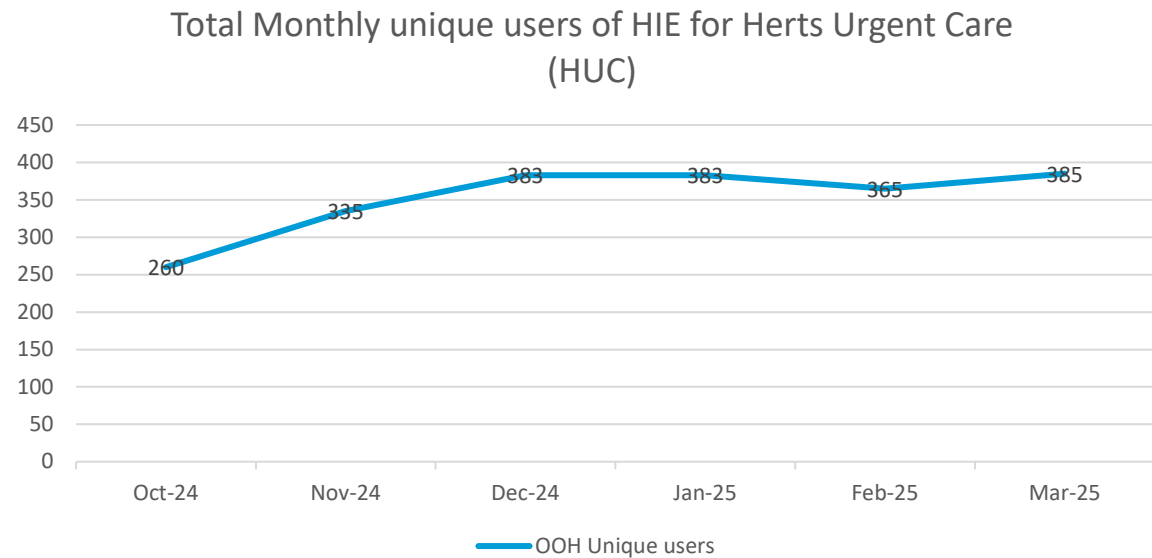
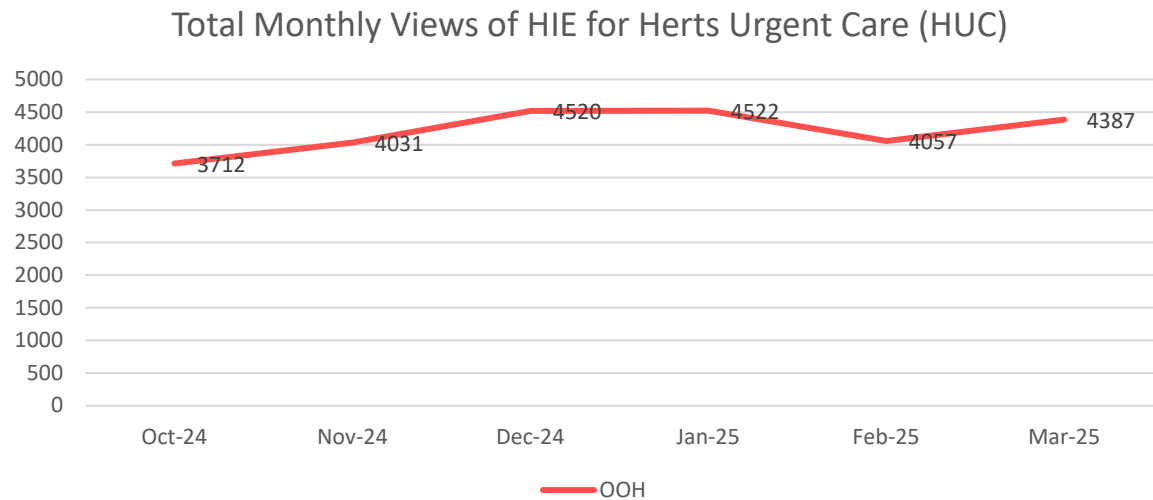


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Herts Urgent Care Out of Hours

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

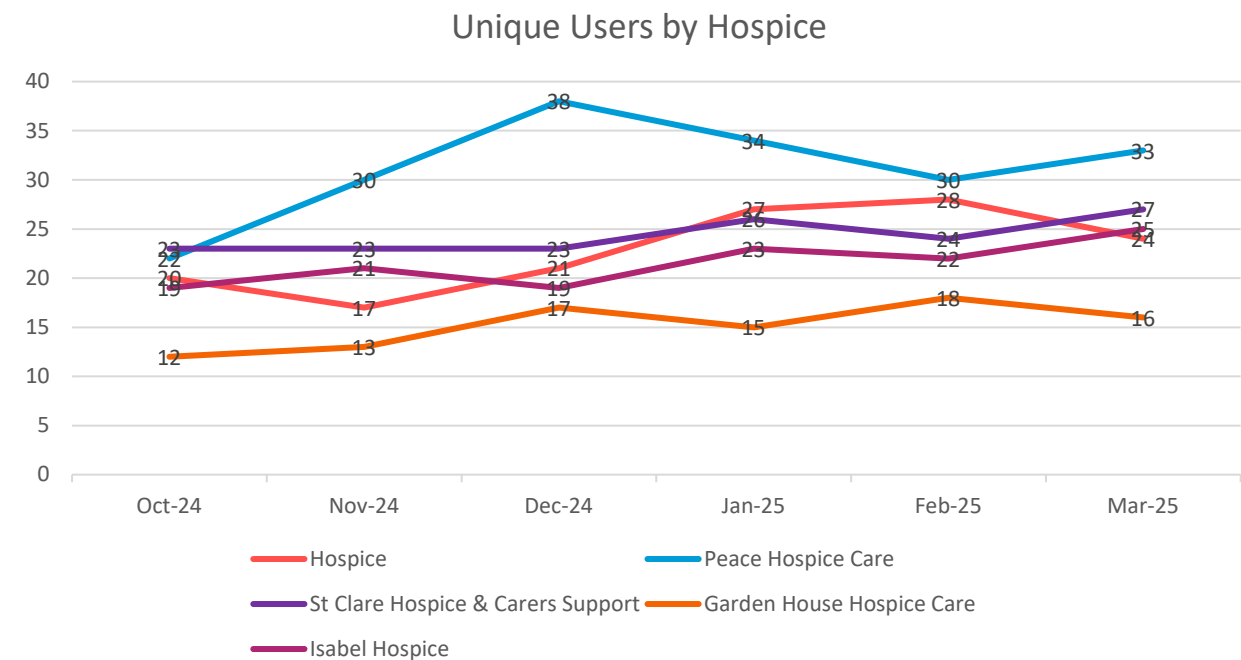
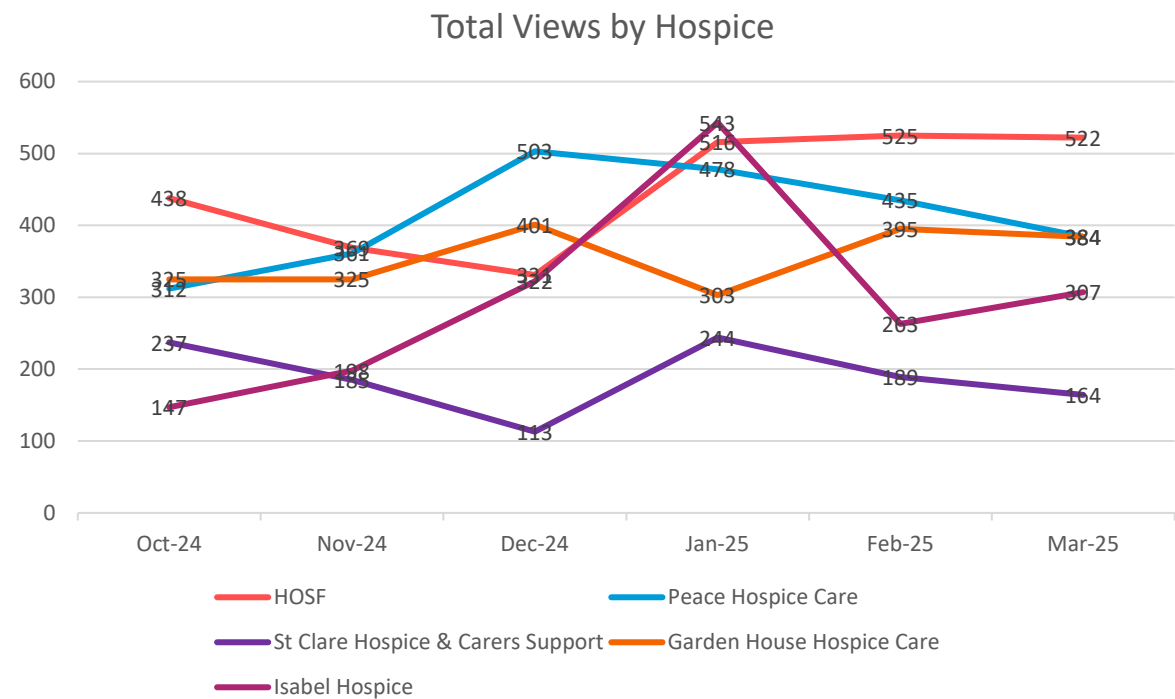


Provider	HUC
Average Views per User	11



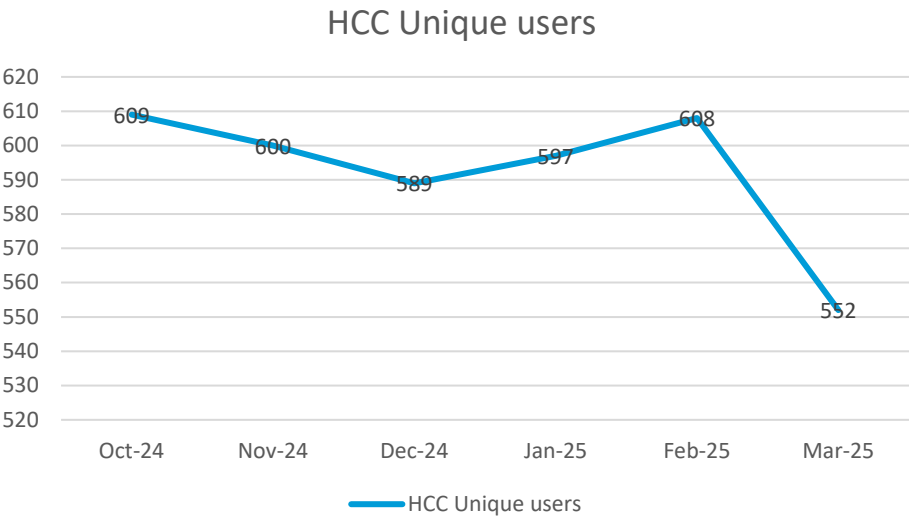
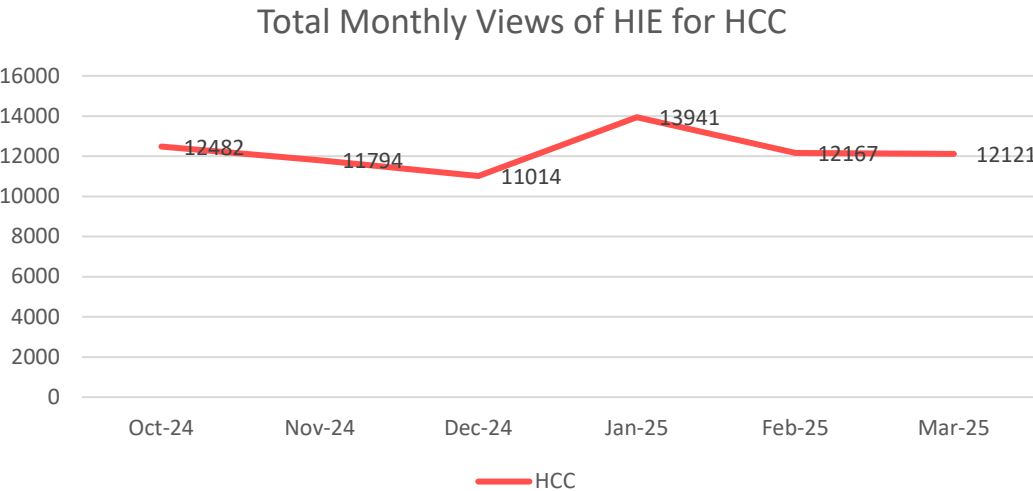
Hospice

HWE ShCR Monthly Views Overview for Hospices



Hertfordshire County Council

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



Provider	HCC
Average Views per User	22



GP Utilisation



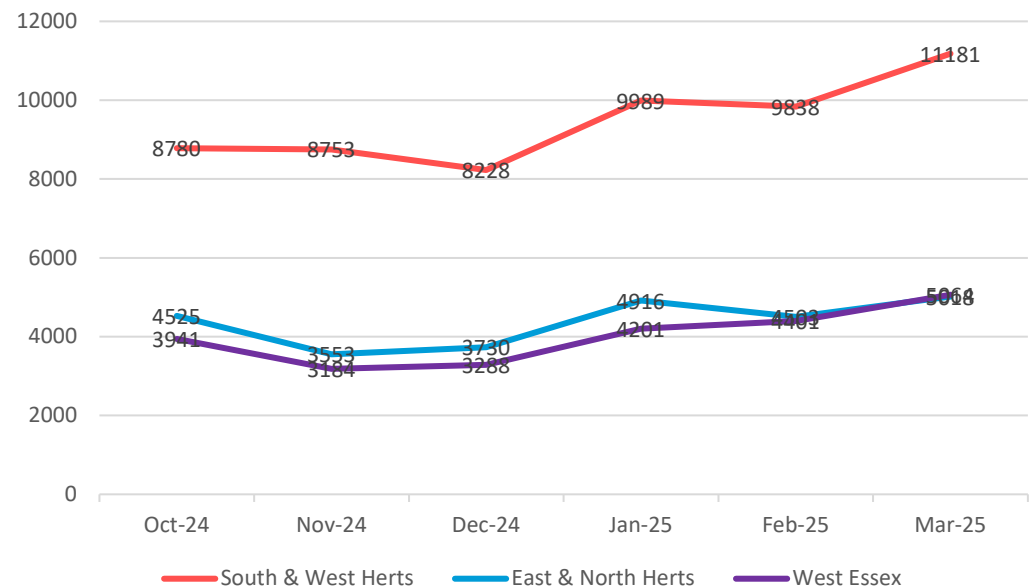
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HWE Shared Care Record Monthly Views Overview by Place

Place	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Feb-25
Total number of practices using	119	116	118	118	121	121
% of HWE practices using	92%	89%	91%	91%	93%	93%
% of South & West Herts practices using	98%	96%	98%	98%	98%	98%
% of East & North Herts practices using	82%	80%	80%	80%	84%	82%
% of West Essex Practices using	87%	87%	90%	87%	90%	93%

Total Views by Place



Unique Users by Place

