



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report October 2025

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Working together
for a healthier future

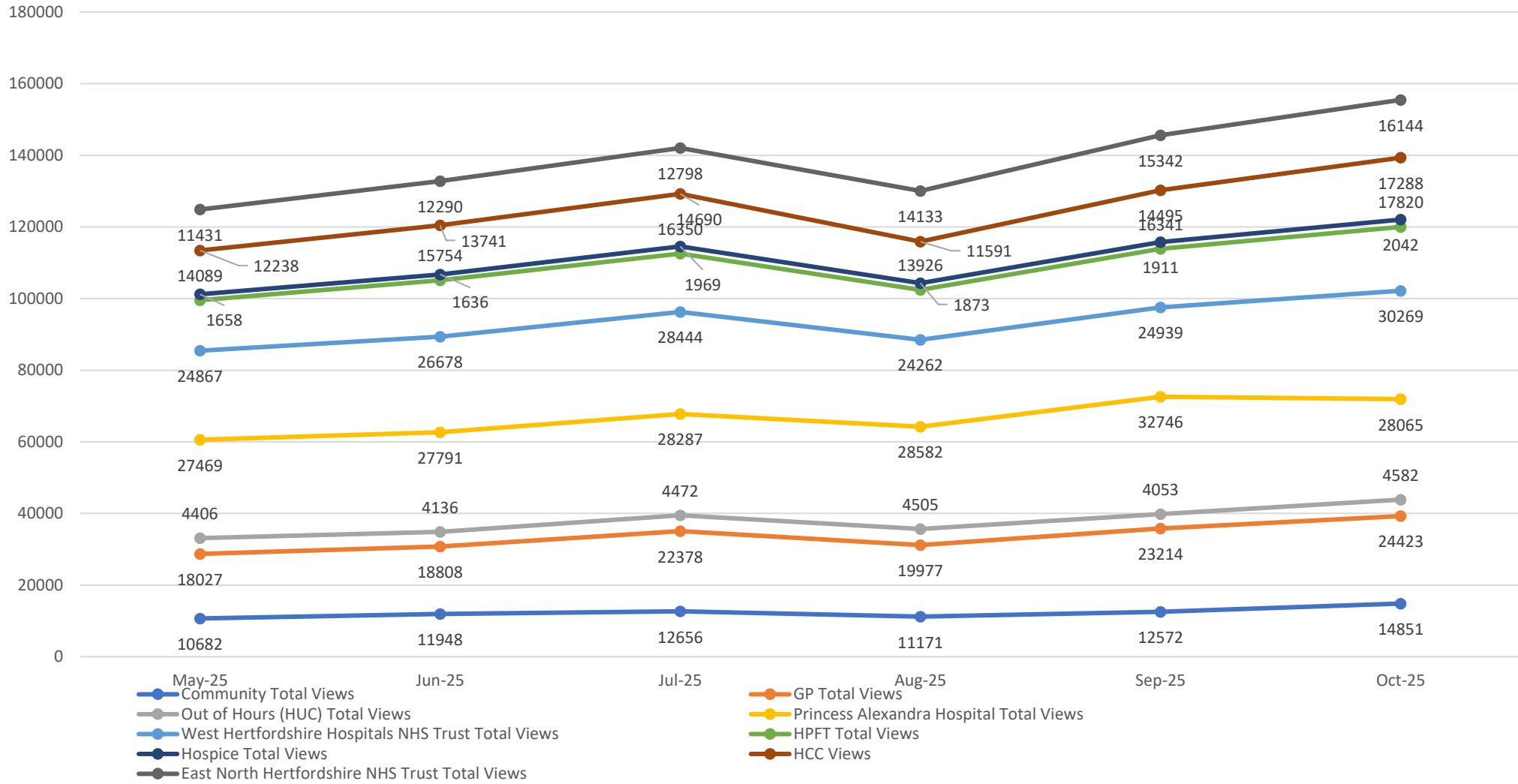


HWE Shared Care Record Utilisation – Partner benchmarking April 2025

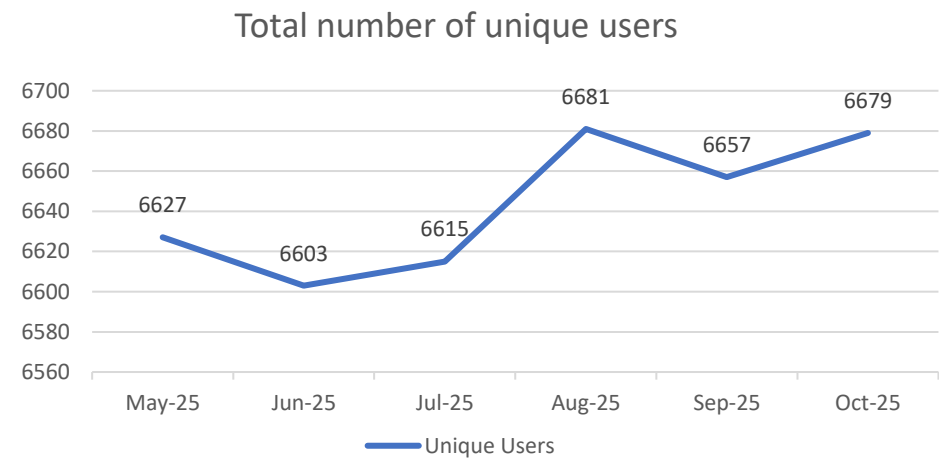
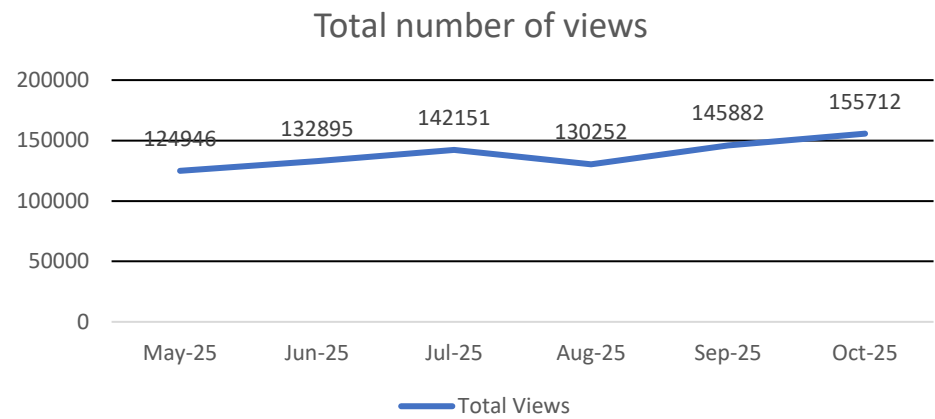
Partner	TOTAL UTILISATION (views per month)			UNIQUE USERS (individual staff members per month)			Users as % of total clinical/practitioner headcount*
	May 2025	Oct 2025	Trend over 6 months (% change)	May 2025	Oct 2025	Trend over 6 months (% change)	
PAHT	27469	28065	↑ 2%	1303	1363	↑ 5%	61%
WHTH	24867	30269	↑ 22%	988	921	↓ -7%	27%
ENHT	11431	16144	↑ 41%	730	886	↑ 21%	20%
HPFT	14089	17820	↑ 26%	758	769	↑ 1%	32%
HCC	12238	17288	↑ 41%	594	462	↓ -22%	50%
HCT	6338	11246	↑ 77%	478	411	↓ -14%	29%
CLCH	4231	7552	↑ 78%	344	256	↓ -26%	Not available
HUC (OOH)	4406	4053	↓ -8%	309	379	↑ 23%	Not available
Hospices	1796	1928	↑ 7%	109	104	↓ -5%	Not available
GP Practices	18552	24249	↑ 31%	1322	1091	↓ -17%	Not available
TOTAL	125417	158614	↑ 26%	6935	6642	↓ -4%	

* 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



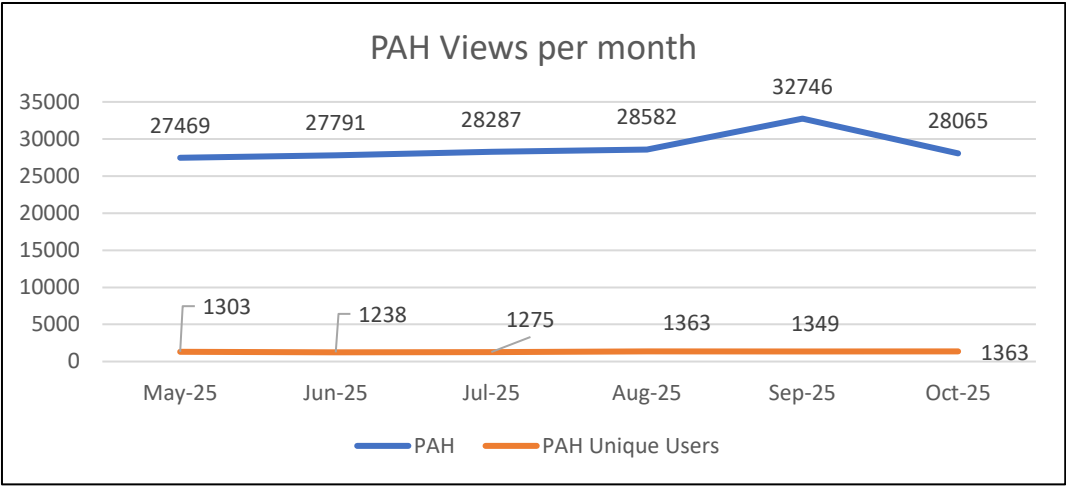
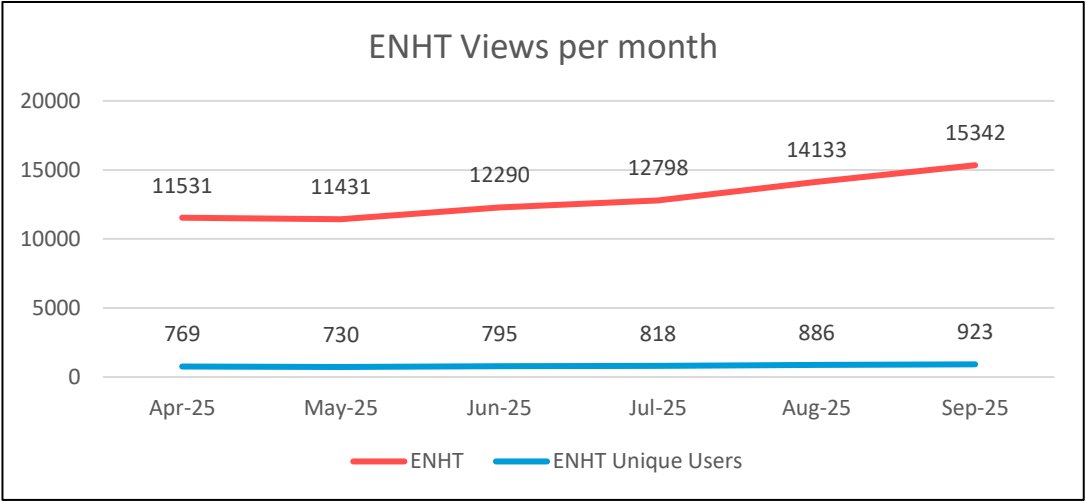
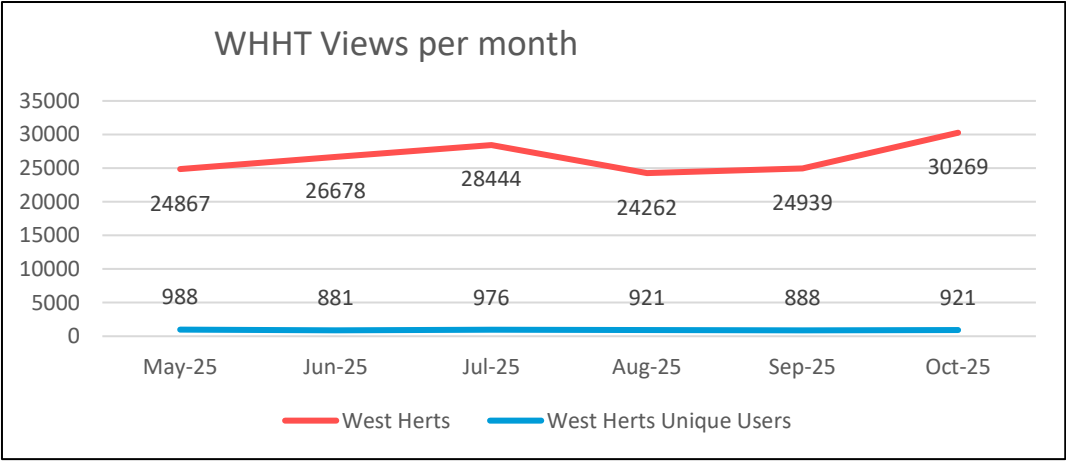
HWE Shared Care Record – Total Views and Unique Users



NHS Trusts

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

HWE ShCR Monthly Views and users insight - Acute



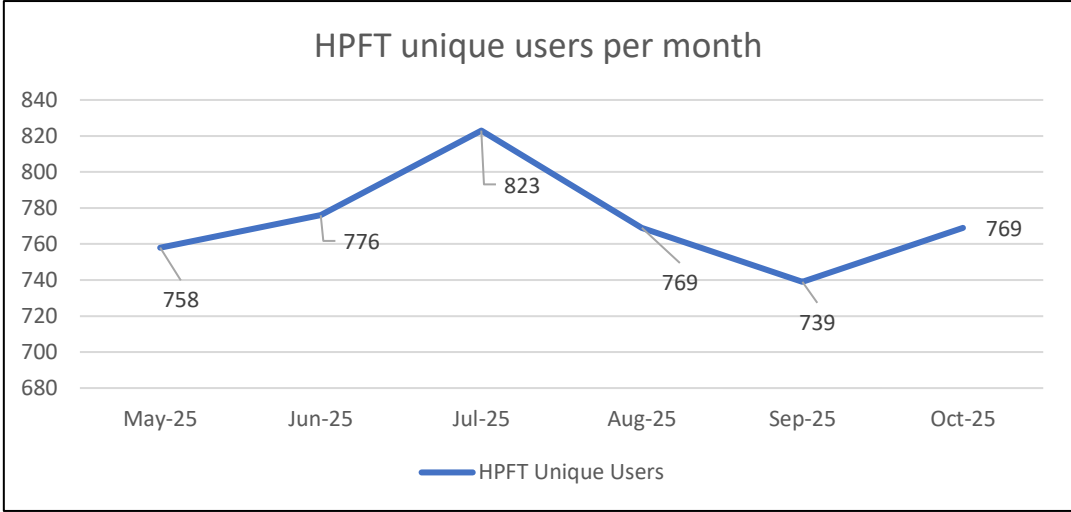
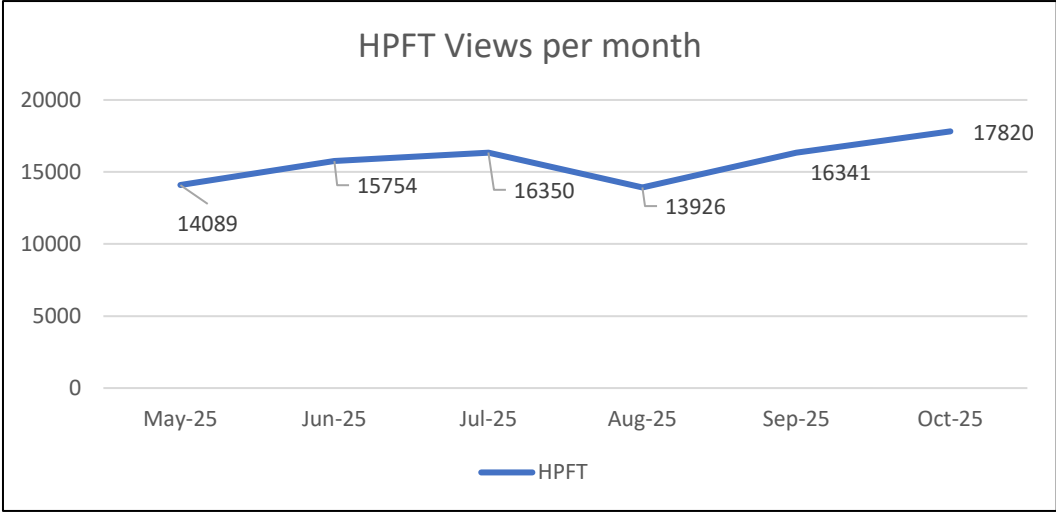
Provider	PAH	WHTH	ENHT
Average Views per User	21	33	18



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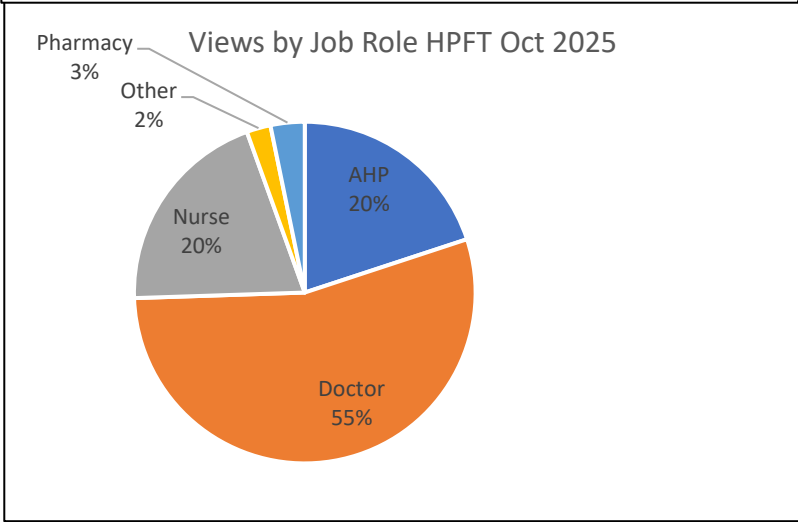
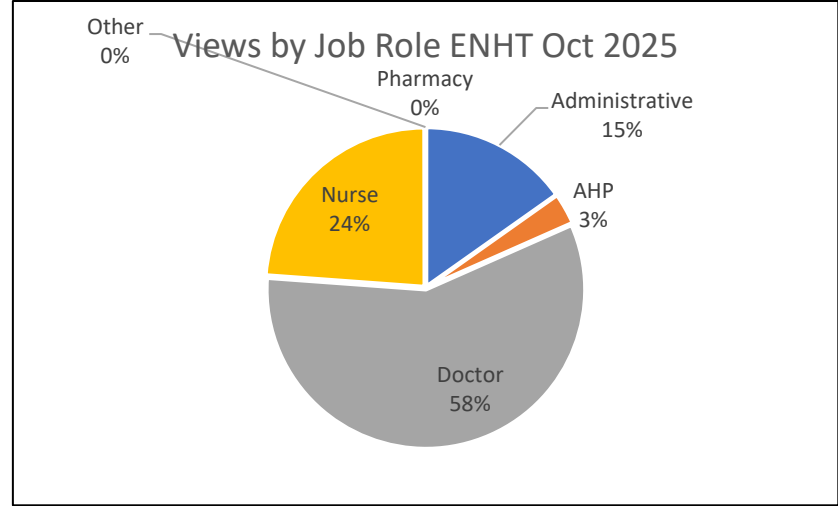
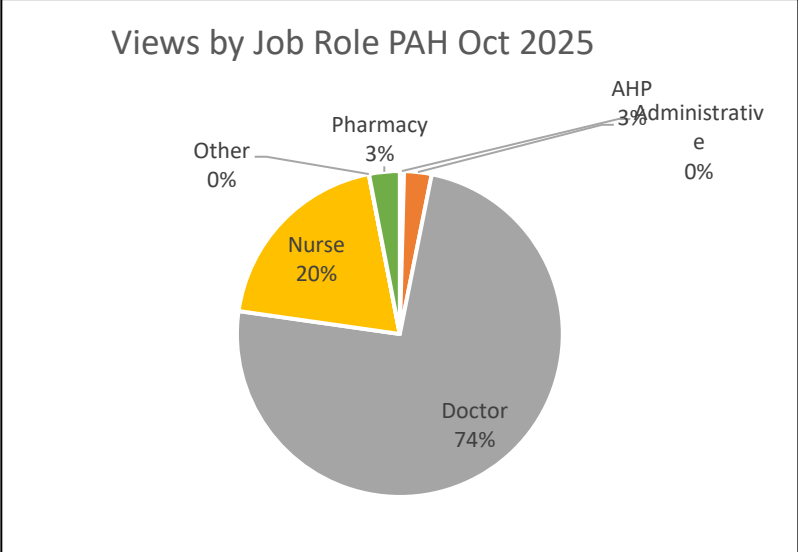
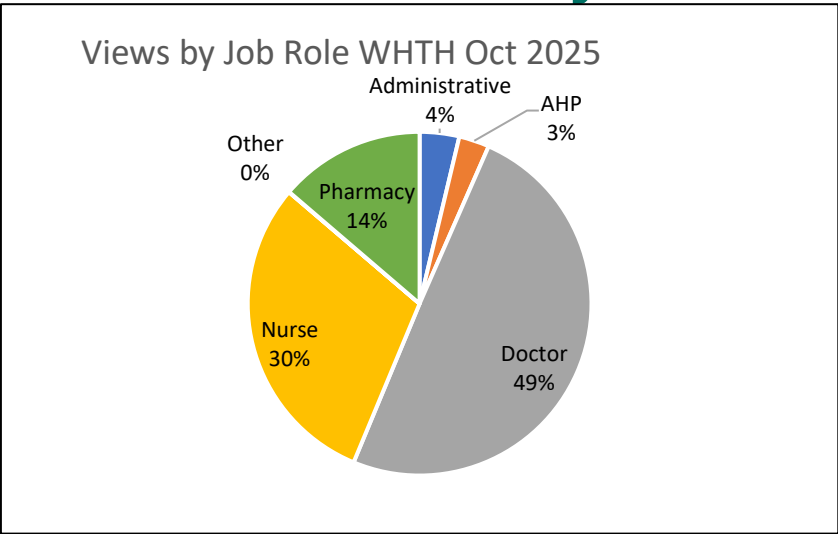
HWE ShCR Monthly Views Overview by Mental Health & Learning Disability Trust HPFT



Provider	HPFT
Average Views per User	23

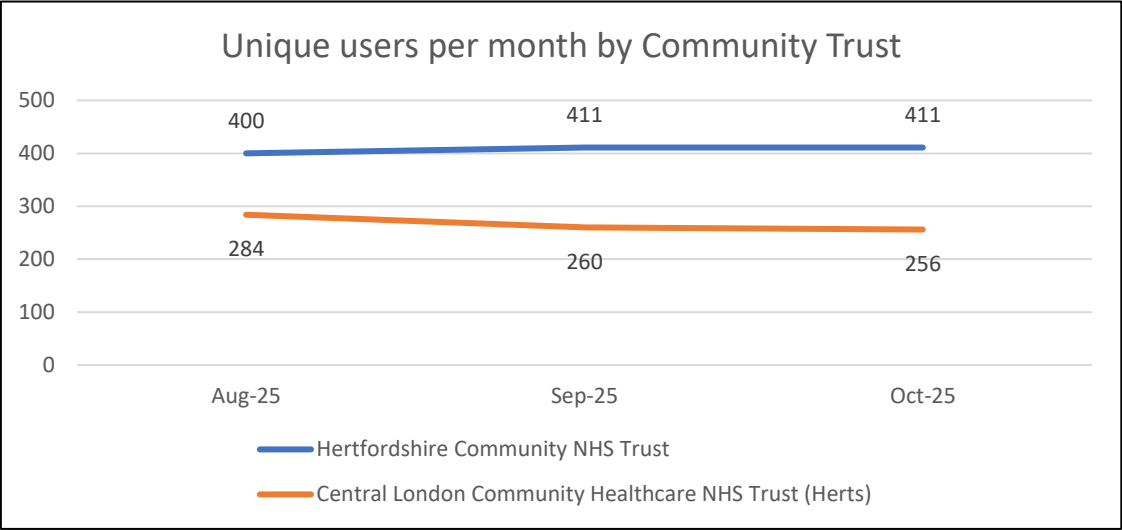
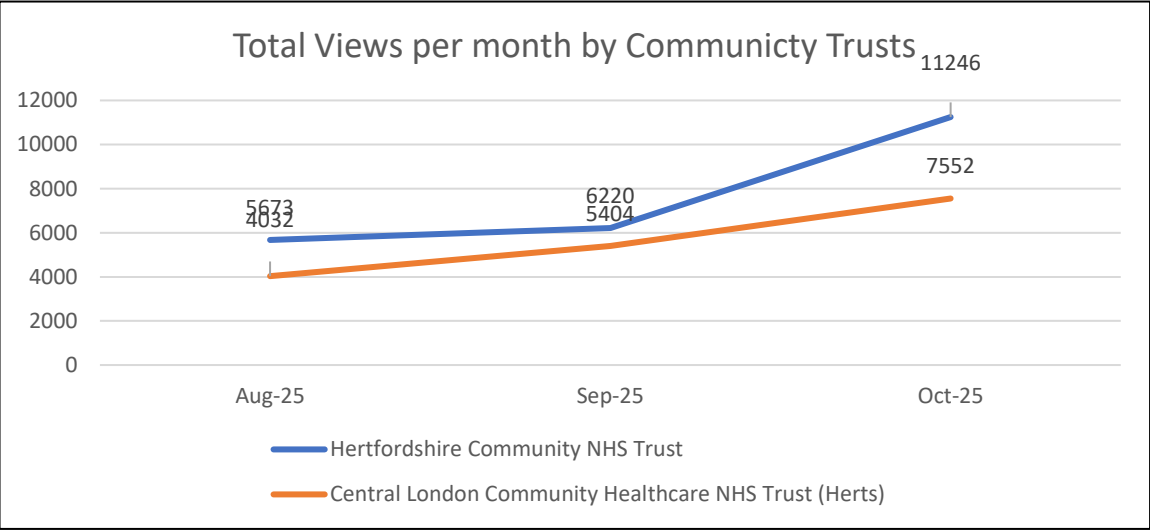


HWE ShCR Monthly Views Overview by Job Role – Acute and Mental Health



Community Providers

HWE ShCR Monthly Views Overview by Community Trusts



Provider	HCT	CLCH
Average Views per User	27	30



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Provider	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
East & North Herts Respiratory Care Service	Hertfordshire Community NHS Trust	424	433	584	190	260	352
Herts PHN - Dacorum and St Albans	Hertfordshire Community NHS Trust	333	530	485	333	209	517
Herts PHN - Watford, 3 Rivers and Hertsmere	Hertfordshire Community NHS Trust	151	141	152	78	130	316
West Herts Community Adult Health Service - St Albans & Harpenden	Central London Community Healthcare NHS Trust (Herts)	309	320	285	395	332	631
Herts Valley Discharge Unit	Central London Community Healthcare NHS Trust (Herts)	666	800	722	738	581	1260
West Herts Specialist Palliative Care	Central London Community Healthcare NHS Trust (Herts)	135	145	209	147	200	318
West Herts Heart Failure Service	Central London Community Healthcare NHS Trust (Herts)	166	181	217	130	227	773
West Herts Community Adult Health Service - Dacorum	Central London Community Healthcare NHS Trust (Herts)	479	446	368	528	476	633
West Herts Community Adult Health Service - Hertsmere	Central London Community Healthcare NHS Trust (Herts)	360	304	354	297	517	1119
West Herts Podiatry Service	Central London Community Healthcare NHS Trust (Herts)	95	82	78	230	900	86
Herts Valley Community Treatment Unit	Central London Community Healthcare NHS Trust (Herts)	111	142	176	30	14	135
Herts Valley Integrated Diabetes Service	Hertfordshire Community NHS Trust	411	384	544	316	386	596
West Herts Community Adult Health Service - Watford	Central London Community Healthcare NHS Trust (Herts)	344	360	358	230	414	306
Hertfordshire Diabetes Service	Hertfordshire Community NHS Trust	179	143	123	87	174	196
East and North Herts Podiatry Service	Hertfordshire Community NHS Trust	37	37	30	176	87	63
West Herts Nutrition & Dietetics	Hertfordshire Community NHS Trust	212	270	386	190	439	410
West Herts Community Respiratory Service	Central London Community Healthcare NHS Trust (Herts)	270	333	258	254	189	266
HCT Business Unit	Hertfordshire Community NHS Trust	0	0	0	0	0	0
Herts Tissue Viability	Central London Community Healthcare NHS Trust (Herts)	53	48	98	69	211	168



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HWE ShCR Monthly Views Overview - HCT

TPP S1 Unit Id	TPP Unit Description	Provider	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
566935497109	West Herts Stroke Early Support Discharge	Central London Community Healthcare NHS Trust (Herts)	213	220	270	238	329	587
567320674100	HCT Prevention of admission	Hertfordshire Community NHS Trust	1498	1561	1543	1262	1000	2044
566935487107	West Herts Neuro Rehab Service	Central London Community Healthcare NHS Trust (Herts)	273	268	251	122	194	178
566935597100	West Herts Adult SALT Service	Central London Community Healthcare NHS Trust (Herts)	155	184	146	51	102	189
562128637102	East & North Herts Integ Comm Team - Welhat	Hertfordshire Community NHS Trust	423	451	345	317	378	616
562128717109	East and North Herts Adult Bladder & Bowel Care Service	Hertfordshire Community NHS Trust	0	0	1	0	29	6
566935689101	West Herts Community Hospitals	Central London Community Healthcare NHS Trust (Herts)	453	542	508	509	401	592
561839062105	East & North Herts Discharge Unit	Hertfordshire Community NHS Trust	156	175	191	99	107	211
566935808105	West Herts Lymphedema Service	Central London Community Healthcare NHS Trust (Herts)	20	18	16	10	267	135
562128593100	East & North Herts Integ Comm Team - Lower Lea Valley	Hertfordshire Community NHS Trust	69	79	102	201	61	136
561256180101	Central Midlands South CHIS	Hertfordshire Community NHS Trust	4	0	6	42	21	1
562128766109	Hertfordshire Musculoskeletal Service	Hertfordshire Community NHS Trust	13	0	20	42	81	282
562128958101	Hertfordshire Children's SLT Service	Hertfordshire Community NHS Trust	0	1	1	0	42	1
563040911109	HCT EPR Core - HCT	Hertfordshire Community NHS Trust	32	193	129	29	105	70
562128957100	West Herts Diabetes Retinal Screening Service	Hertfordshire Community NHS Trust	390	640	1024	121	117	434
562132718108	Herts PHN - East Herts, Broxbourne and Welhat	Hertfordshire Community NHS Trust	121	211	111	131	93	77
562132967100	Hertfordshire Community NHS PALMS Service	Hertfordshire Community NHS Trust	14	22	24	35	246	22
566935502106	West Herts Cardiac Rehab	Central London Community Healthcare NHS Trust (Herts)	24	17	11	25	28	16
562128931109	East & North Herts SLT Service Adults	Hertfordshire Community NHS Trust	9	10	16	37	182	79
562128773108	East & North Herts Nutrition and Dietetics Service	Hertfordshire Community NHS Trust	10	20	36	52	26	85
562128607106	East & North Herts Integ Comm Team - Upper Lea Valley	Hertfordshire Community NHS Trust	200	265	253	189	210	266



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TPP S1 Unit Id	TPP Unit Description	Provider	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
562132961104	Herts Step2 Mental Health and Emotional Wellbeing	Hertfordshire Community NHS Trust	0	0	1	0	11	0
562132591106	Herts PHN - North Herts and Stevenage	Hertfordshire Community NHS Trust	117	140	132	71	138	100
570571665106	Mental Health in Schools Team	Hertfordshire Community NHS Trust	0	0	6	58	0	2
562128635100	East & North Herts Integ Comm Team - Royston	Hertfordshire Community NHS Trust	55	111	79	43	24	0
562128645102	East & North Herts Integ Comm Team Stevenage	Hertfordshire Community NHS Trust	202	330	355	338	314	977
562128680106	East & North Herts Neuro Rehab Service	Hertfordshire Community NHS Trust	75	97	162	82	88	345
562128969104	Hertfordshire Children's OT & Physio Service	Hertfordshire Community NHS Trust	56	61	91	36	57	89
562129000105	West Herts Com Paeds	Hertfordshire Community NHS Trust	0	2	0	49	9	7
204060654017	North Herts & Stevenage PCT Reporting	Hertfordshire Community NHS Trust	0	0	0	0	0	0
436427370040	West Herts PCT Reporting Unit	Hertfordshire Community NHS Trust	0	0	0	0	0	0
557434685102	East and North Herts Community Hospitals	Hertfordshire Community NHS Trust	3	2	1	2	9	8
559348703104	East and North Herts Specialist Palliative Care	Hertfordshire Community NHS Trust	132	95	148	164	116	72
559348718101	East and North Herts Tissue Viability	Hertfordshire Community NHS Trust	28	51	36	16	44	66
559456378109	East & North Herts Clinical Navigator	Hertfordshire Community NHS Trust	0	0	0	0	0	2
561839135102	HCT Reporting	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128535109	East & North Herts Cheshunt Comm Hosp Nurses	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128604103	East & North Herts Integ Comm Team - Stort Valley and Villages	Hertfordshire Community NHS Trust	33	25	15	44	217	95
562128628101	East & North Herts Integ Comm Team - North Herts	Hertfordshire Community NHS Trust	553	470	423	421	404	969
562128684100	East & North Herts Stroke Early Support Discharge	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128702102	Herts and Essex Minor Injuries Unit	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128706106	East & North Herts Acute Therapy Services	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128707107	East & North Herts Cardiac Rehab Service	Hertfordshire Community NHS Trust	37	47	62	6	1	22
562128744102	East & North Herts Leg Ulcer Service	Hertfordshire Community NHS Trust	95	81	137	86	54	177
562128924100	East & North Herts Skin Health Service	Hertfordshire Community NHS Trust	0	2	1	6	13	0
562128945105	East and North Herts Lymphoedema Service	Hertfordshire Community NHS Trust	26	18	11	28	16	24



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TPP S1 Unit Id	TPP Unit Description	Provider	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
562128946106	Activate for Chronic Fatigue Syndrome & Persistent Pain Service	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562128972109	Herts Community Dental Service	Hertfordshire Community NHS Trust	0	3	6	0	9	25
562128975102	Herts Sickle Cell Service	Hertfordshire Community NHS Trust	1	4	0	0	5	12
562128976103	West Herts Children's Comm & Spec Nursing Service	Hertfordshire Community NHS Trust	172	184	218	69	39	174
562128980109	West Herts Special School Nurses and Herts Transitional 14-21 Service	Hertfordshire Community NHS Trust	17	11	10	4	0	14
562128981100	West Herts Children's Eye Care Service	Hertfordshire Community NHS Trust	0	0	0	0	0	0
562132447100	West Herts Paediatric Audiology Service	Hertfordshire Community NHS Trust	0	0	0	0	12	9
562132980107	Herts Children Looked After & Care Leavers Service	Hertfordshire Community NHS Trust	31	12	19	118	136	8
563040920100	HCT EPR Core - WHHT	Hertfordshire Community NHS Trust	0	0	0	0	0	0
563040928108	HCT EPR Core - ENHHT	Hertfordshire Community NHS Trust	0	0	0	0	0	0
563040949103	HCT EPR Core - HCC	Hertfordshire Community NHS Trust	1	0	0	0	0	0
563040956103	HCT - External EPR Core	Hertfordshire Community NHS Trust	0	0	0	0	0	0
564342848102	HCT Macmillan Brain CARE Team	Hertfordshire Community NHS Trust	0	0	0	0	0	0
564342858105	East and North Herts Maple Frailty service	Hertfordshire Community NHS Trust	4	16	26	35	26	17
565671617102	East and North Herts Phlebotomy Service	Hertfordshire Community NHS Trust	0	0	0	0	0	0
566935567104	West Herts Leg Ulcer Service	Central London Community Healthcare NHS Trust (Herts)	0	0	0	0	6	0
566935760109	West Herts Adult Bladder & Bowel Care Service	Central London Community Healthcare NHS Trust (Herts)	11	7	12	3	13	101
567320665109	HCT Urgent Viral Swabbing service	Hertfordshire Community NHS Trust	0	0	0	0	0	0
567320688106	HCT Virtual Care home	Hertfordshire Community NHS Trust	0	0	0	0	0	0
570571664105	HCT Covid-19 Rehab co-ordination Service	Hertfordshire Community NHS Trust	0	0	0	0	0	0
577747863107	East & North Herts Care Co-ordination Centre	Hertfordshire Community NHS Trust	13	23	8	69	36	20
579403305103	West Herts CLCH West Herts Palliative Care Referral Centre	Central London Community Healthcare NHS Trust (Herts)	94	40	60	26	80	59
581606557104	HCT CSAIS - Hertfordshire	Hertfordshire Community NHS Trust	1	1	0	0	4	0
581606575106	HCT Acute Respiratory Hub	Hertfordshire Community NHS Trust	0	0	0	0	11	316
577747800101	Unknown A	Hertfordshire Community NHS Trust	0	1	12	1	44	0
582045725107	Unknown B	Hertfordshire Community NHS Trust	0	0	0	0	0	0

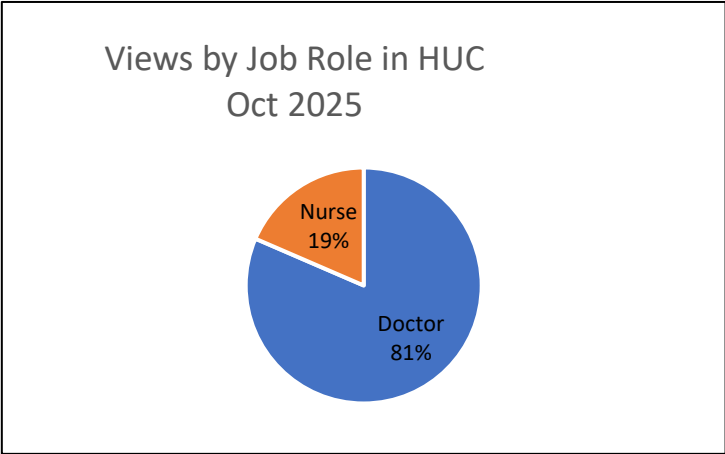
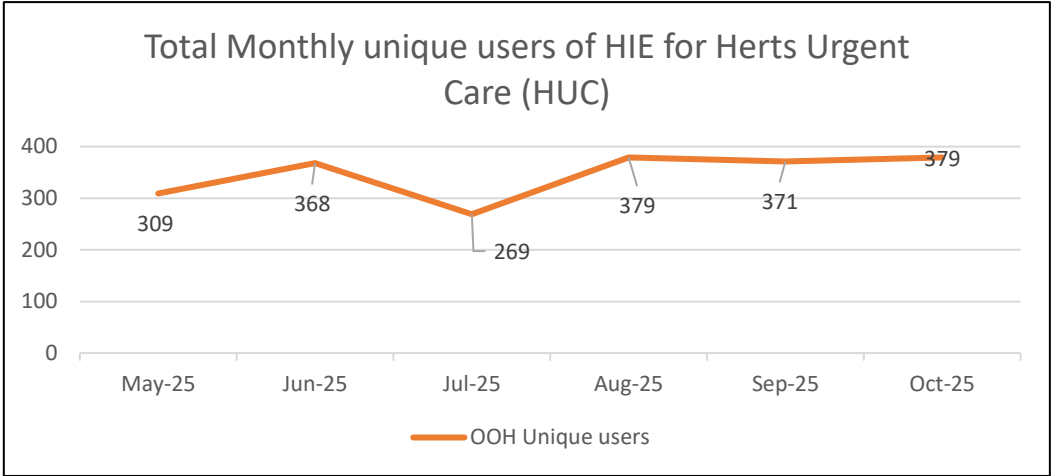
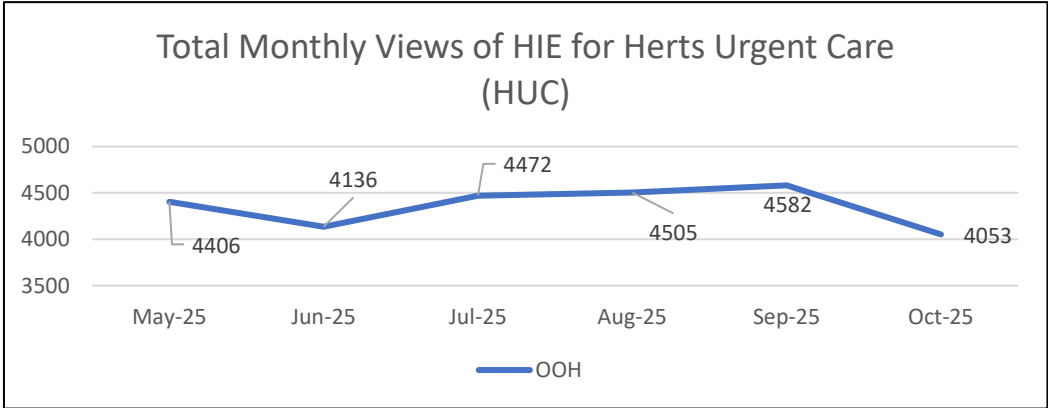


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Herts Urgent Care Out of Hours

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



Provider	HUC
Average Views per User	11

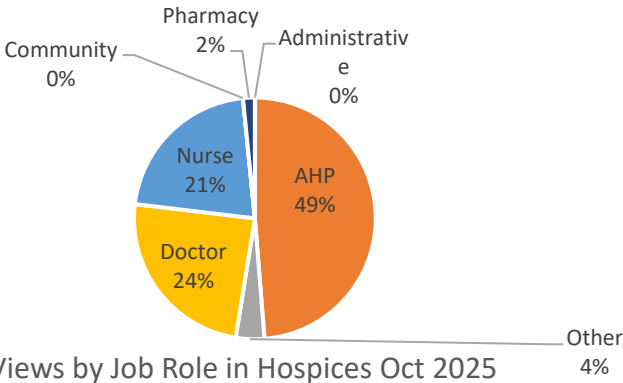
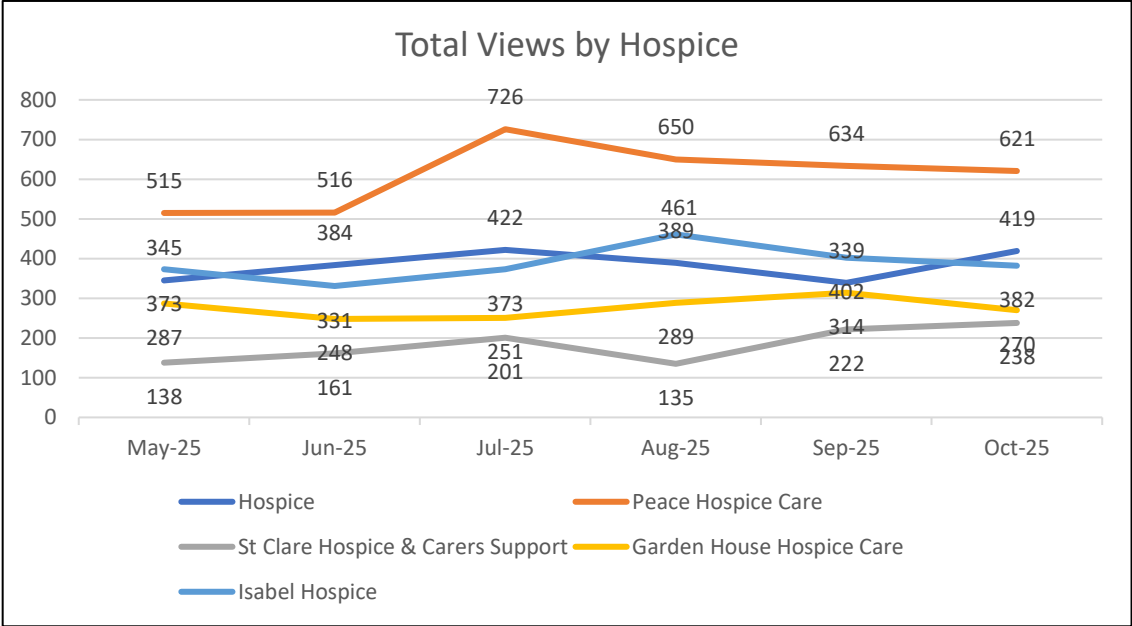
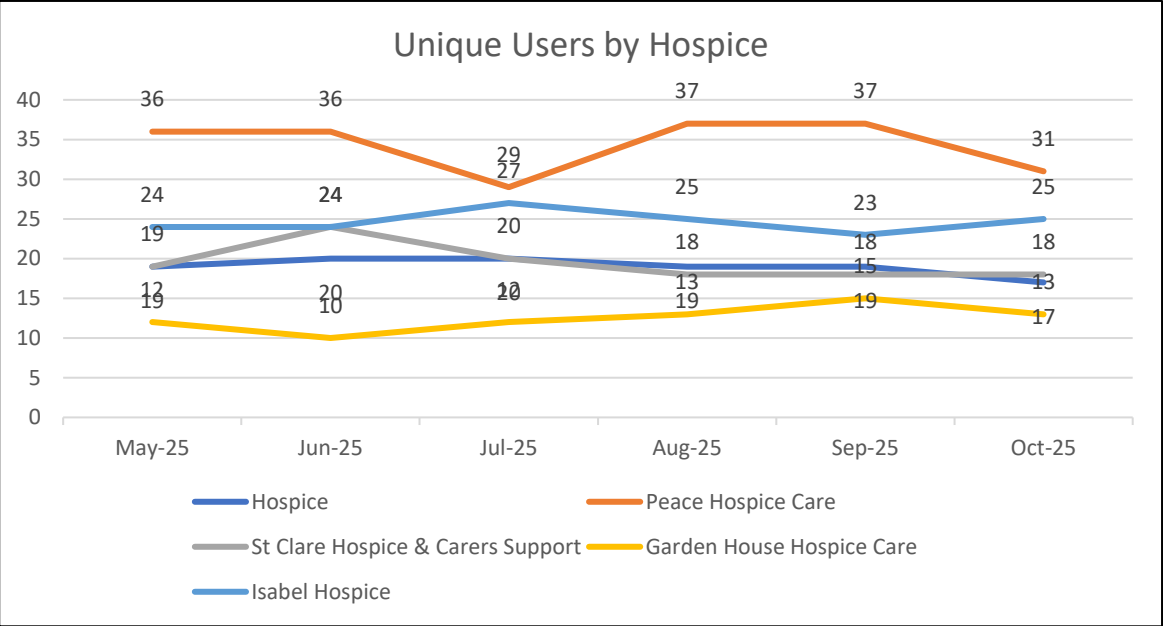


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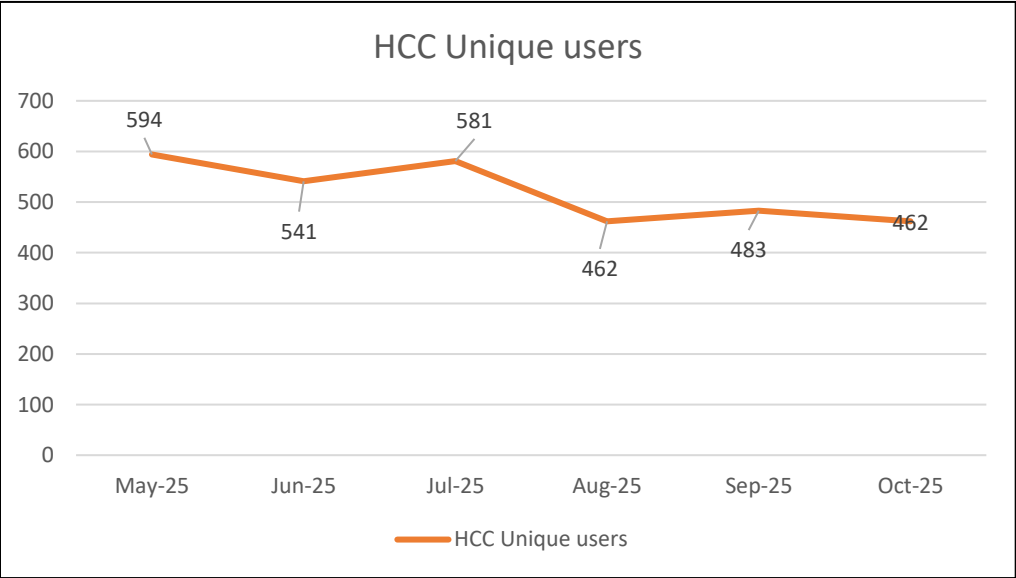
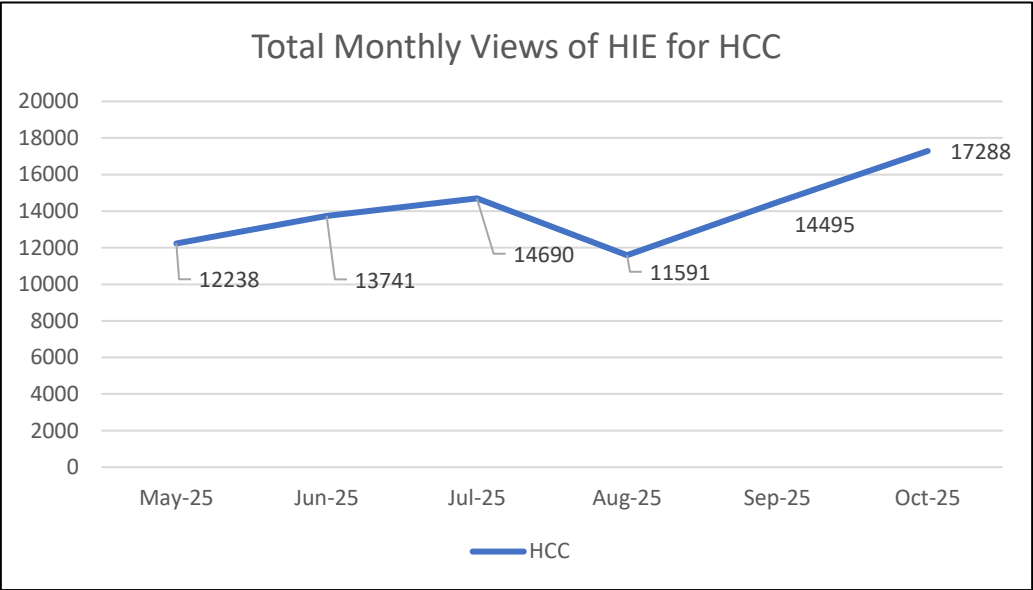
Hospice

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	37



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GP Utilisation



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HWE Shared Care Record Monthly Views Overview by Place

ICB	CCG	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
South & West Herts	NHS Herts Valleys CCG	9989	9838	11181	8517	9279	10135	12354	10351	11855	12863
East & North Herts	East & North Herts CCG	4916	4503	5018	4097	5226	4633	5845	5421	6883	6554
West Essex	West Essex CCG	4201	4401	5064	3245	4047	4281	4718	4094	4692	4832
	Total number of practices using	118	121	121	120	119	119	120	122	122	120
	% of practices using	91%	93%	93%	92%	92%	92%	92%	94%	94%	92%

