



Hertfordshire and
West Essex Integrated
Care System

Hertfordshire and West Essex

Shared Care Record



Hertfordshire and
West Essex
Integrated Care Board

Utilisation Report March 2024

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**Working together
for a healthier future**



HWE Shared Care Record Utilisation - Overview

	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Unique Users	3665	3914	4497	4685	4946	4940	5257	5455	5307	5719	5627	5065
Total Views	40920	49056	53489	56049	63818	63969	71779	72643	66713	79482	77338	76740
Average views per user	11	13	12	12	13	13	14	13	13	14	14	15
Community Total Views	3997	5040	5739	5700	5995	5855	6237	6859	5721	7227	7247	6695
GP Total Views	4921	6074	6734	7293	7395	7252	8192	9319	7880	11363	10665	10790
Out of Hours (HUC) Total Views	2035	2303	2140	2535	2603	2658	2535	2669	3394	2978	2487	3035
Princess Alexandra Hospital Total Views	9095	10591	10568	10304	11385	11318	12395	11731	11395	12588	12193	13252
West Hertfordshire Hospitals NHS Trust Total Views	12699	13311	13330	13318	15546	16165	18167	17899	16932	19018	18389	17169
East North Hertfordshire NHS Trust Total Views	677	1262	1629	2714	3200	3850	4948	5171	4423	4602	5087	5109
HPFT Total Views	4944	7473	6882	7401	10127	9729	10839	10144	9206	11155	10798	10543
HCC Views	2096	2459	5799	6068	6663	6550	7740	7792	6864	9366	9329	9063
Hospice Total Views	413	515	607	656	806	582	713	990	874	1131	1081	1029

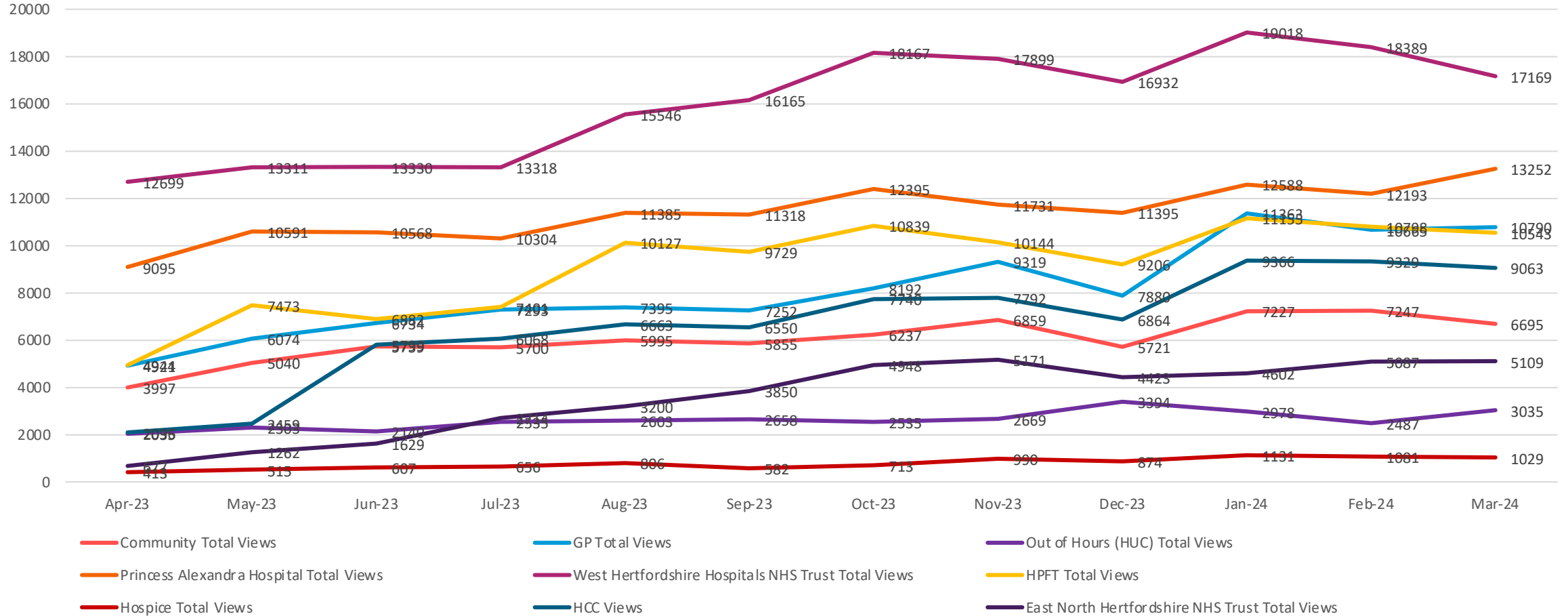


Hertfordshire and West Essex Integrated Care System



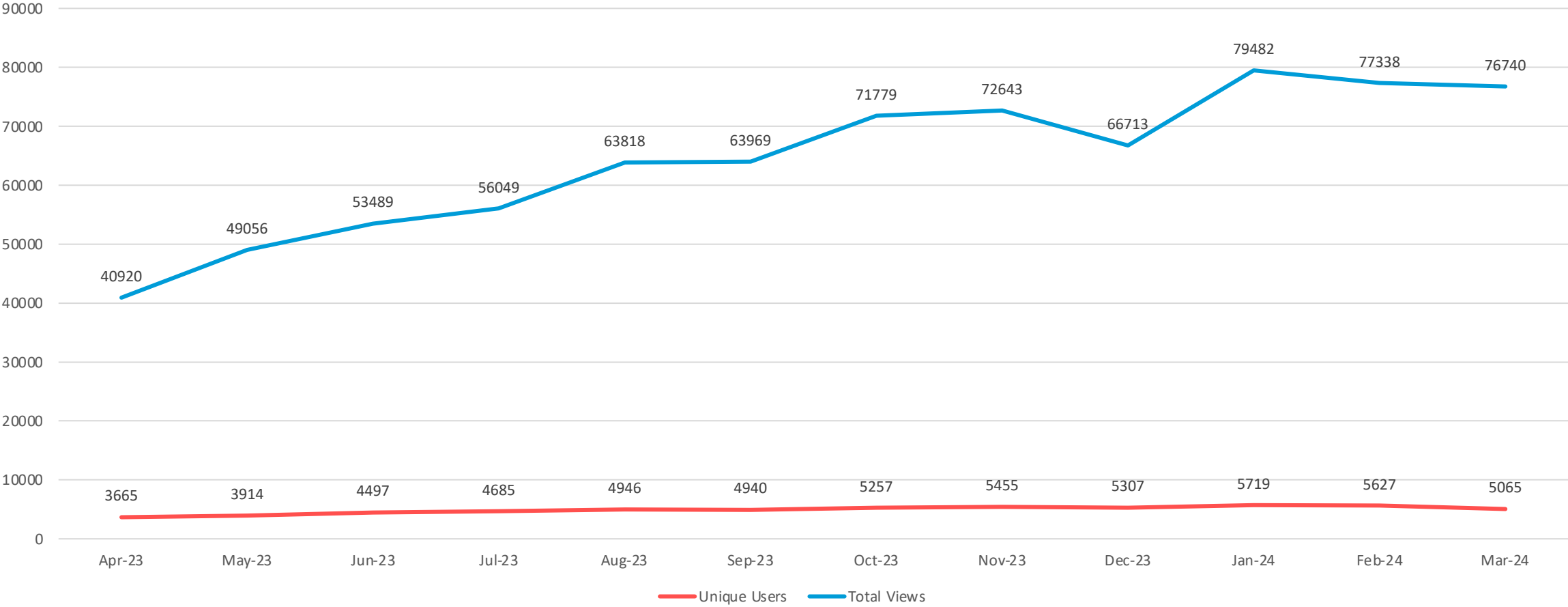
HWE Shared Care Record Utilisation - Overview

HIE Views per Month by Organisation



HWE Shared Care Record – Total views and unique users

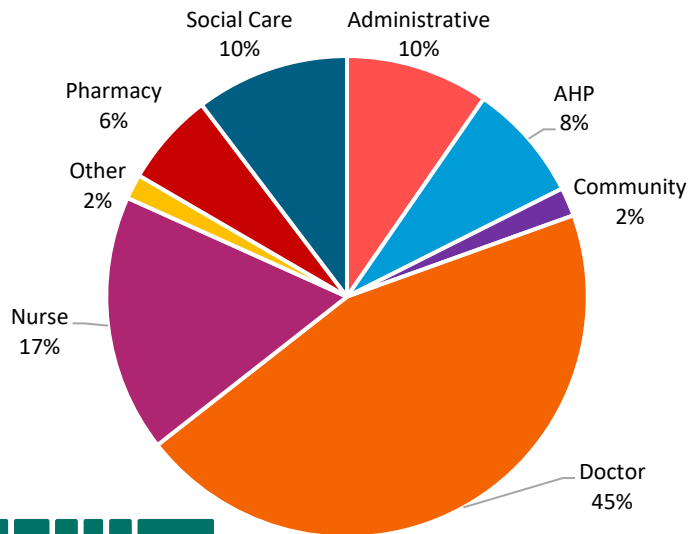
Total number of views and unique users



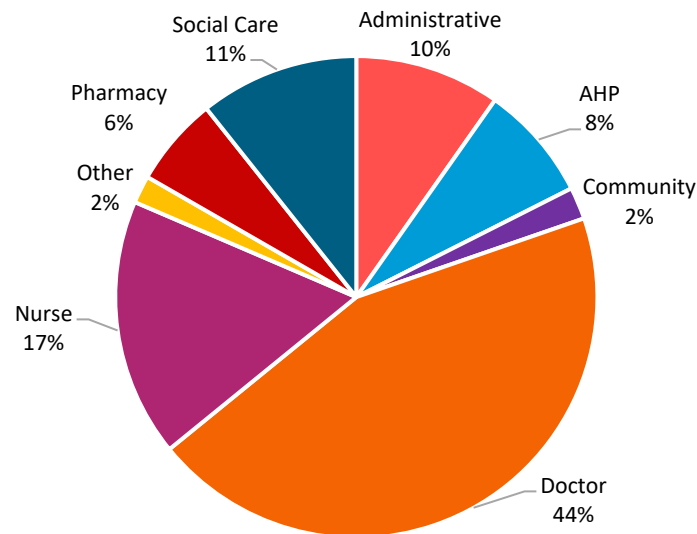
Shared Care Record - Total views by user role

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Administrative	3052	4383	4788	5643	7481	6016	5812	7059	5776	7649	7552	6943
AHP	2910	5087	4040	4220	4775	4409	6218	5802	4813	6327	6021	5641
Community	1064	1176	1498	1462	1124	1465	1307	1426	1268	1530	1663	1694
Doctor	19942	22808	23408	24890	27619	28965	32028	31599	30570	35705	34358	36330
Nurse	8212	9771	10484	9982	10919	11213	12663	13296	12029	13751	13399	12796
Other	340	291	720	873	1006	971	1050	1252	1024	1325	1434	1472
Pharmacy	3293	2994	3354	3765	4915	4954	5121	5358	5284	4997	4644	4019
Social Care	2102	2524	5171	5193	5686	5710	6971	6846	5949	8197	8265	7844

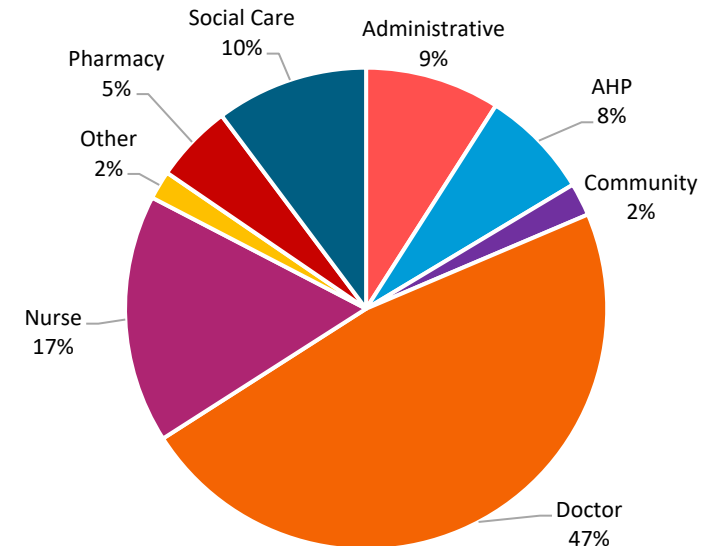
Total Views by Job Role January 2024



Total Views by Job Role February 2024



Total Views by Job Role March 2024



GP Utilisation



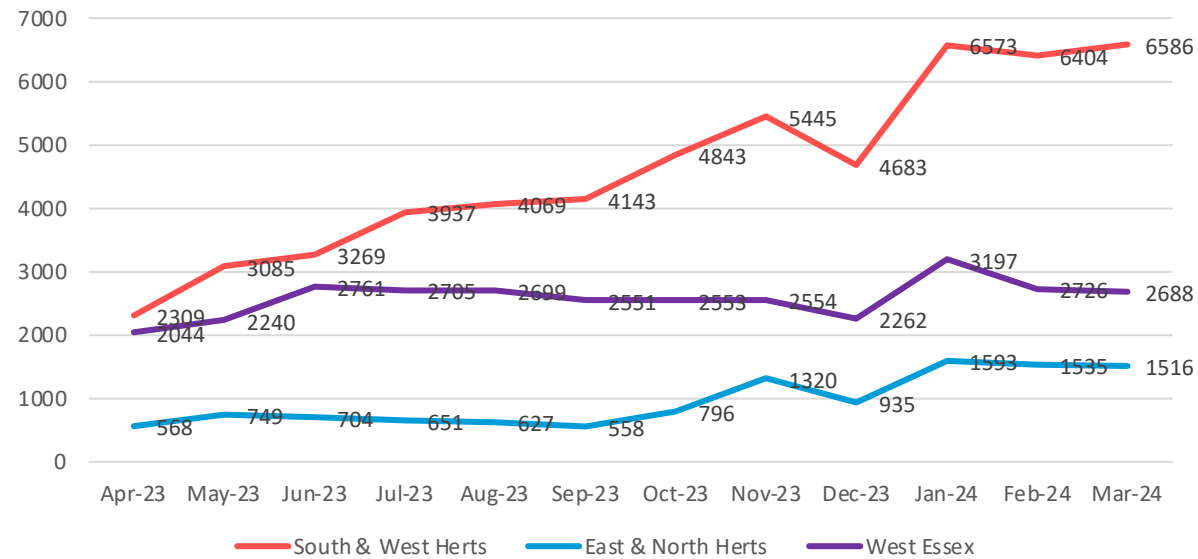
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HWE Shared Care Record Monthly Views Overview by Place

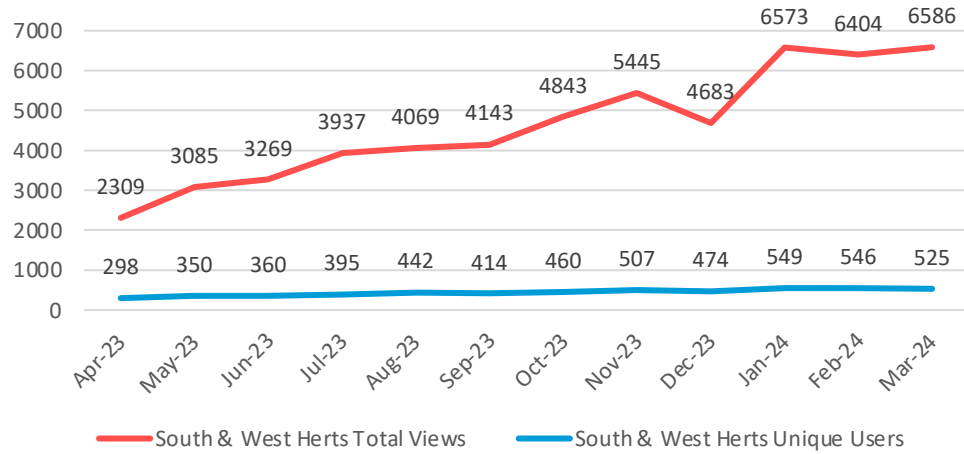
Place	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
South & West Herts	2309	3085	3269	3937	4069	4143	4843	5445	4683	6573	6404	6586
East & North Herts	568	749	704	651	627	558	796	1320	935	1593	1535	1516
West Essex	2044	2240	2761	2705	2699	2551	2553	2554	2262	3197	2726	2688
Total number of practices using	81	89	84	83	83	85	97	105	99	104	98	102
% of HWE practices using	62%	68%	64%	63%	63%	65%	74%	80%	76%	79%	75%	78%
% of South & West Herts practices using	88%	96%	94%	90%	92%	90%	90%	96%	92%	98%	90%	94%
% of East & North Herts practices using	28%	32%	32%	32%	32%	30%	54%	56%	56%	60%	56%	60%
% of West Essex Practices using	73%	77%	63%	67%	63%	73%	73%	87%	77%	77%	80%	77%

Total HIE Monthly Views by Place

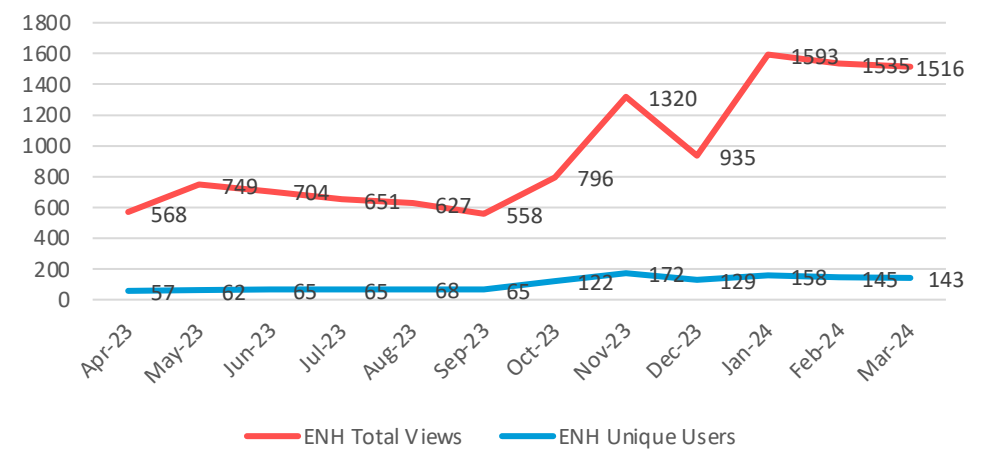


HWE Shared Care Record Monthly Views Overview by Place

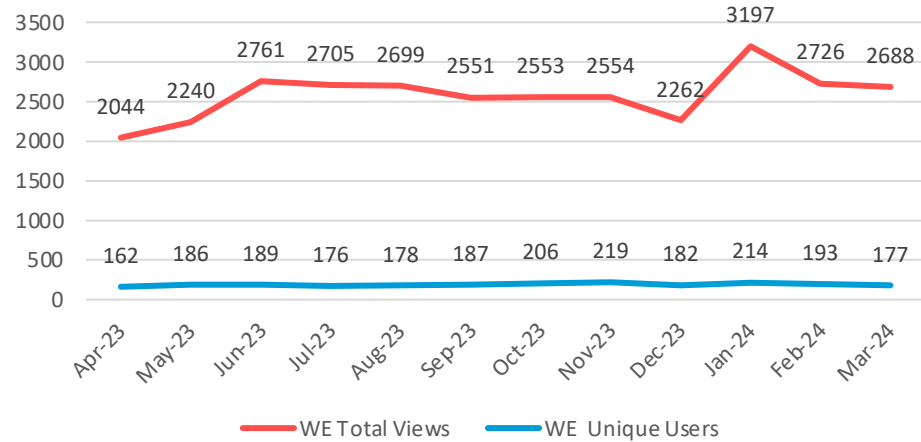
Total Views and Unique Users South & West Herts



Total Views and Unique Users East & North Herts



Total Views and Unique Users West Essex



HWE ShCR Monthly Utilisation Overview by PCN – South & West Herts

PCN	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Abbey Health	61	90	83	72	182	116	171	151	111	286	211	389
Alban Healthcare	292	328	286	417	314	278	519	511	419	563	418	505
Alliance	83	98	69	93	104	100	120	113	89	222	169	162
Alpha	55	55	50	72	72	92	87	118	121	142	141	73
Attenborough & Tudor Surgery	0	1	0	59	35	20	30	21	43	43	33	55
Beta	77	61	67	66	114	101	152	176	127	153	215	251
Central Watford & Oxhey	125	198	194	165	183	272	174	228	158	270	276	252
Danais	197	178	269	321	256	321	372	598	439	498	530	600
Delta	49	124	166	189	181	195	269	335	253	413	329	406
Grand Union	217	345	383	415	528	497	661	564	642	749	857	685
Harpenden	5	9	9	13	23	13	24	46	20	117	82	58
HertsmereFive	584	782	724	1106	920	767	727	838	739	1108	1354	1210
HLH	113	161	94	124	203	222	215	382	355	506	359	370
Manor View Pathfinder	129	277	358	341	478	553	648	664	543	644	599	524
North Watford	88	75	108	142	136	163	151	174	215	292	271	264
Potters Bar	165	198	258	219	250	240	254	218	182	269	216	410
The Rickmansworth & Chorleywood	69	105	151	123	127	193	269	308	227	298	344	372



HWE ShCR Monthly Utilisation Overview by Practice – South & West Herts

PCN	GP	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Abbey Health	Lattimore Surgery	2	1	3	0	1	1	1	11	6	7	10	10
Abbey Health	The Maltings Surgery	59	89	80	72	181	115	170	140	105	279	201	379
Alban Healthcare	Grange Street Surgery	1	0	0	2	0	21	20	14	7	14	10	19
Alban Healthcare	MIDWAY SURGERY	99	186	138	183	133	106	178	169	146	196	146	149
Alban Healthcare	PARKBURY HOUSE SURGERY	192	142	148	232	181	151	321	328	266	353	262	337
Alliance	Colney Medical Centre	1	1	3	1	0	5	3	4	2	4	10	4
Alliance	GROVE HILL MEDICAL CENTRE	23	17	29	34	31	53	65	60	50	114	80	93
Alliance	Hatfield Road Surgery	43	75	35	52	50	27	40	39	37	93	66	58
Alliance	WOODHALL FARM MEDICAL CTR	15	5	1	3	23	10	11	8	0	11	13	7
Alliance	Consulting Rooms	1	0	1	3	0	5	1	2	0	0	0	0
Alpha	Gossoms End Surgery	0	6	2	2	1	0	6	2	1	1	0	3
Alpha	Manor Street Surgery	0	1	2	42	19	64	50	99	92	106	110	58
Alpha	ROTHSCHILD HOUSE SURGERY	55	48	46	28	15	28	31	17	28	35	31	12
Attenborough & Tudor Surgery	Attenborough Surgery	0	1	0	59	35	20	30	21	43	43	33	55
Beta	Fernville Surgery	71	57	66	64	47	47	45	97	50	94	88	101
Beta	Highfield Surgery	5	1	1	2	64	53	107	78	72	50	127	150
Beta	Parkwood Surgery	1	3	0	0	3	1	0	1	5	9	0	0
Central Watford & Oxhey	SUTHERGREY HOUSE MEDICAL CENTRE	7	8	6	1	3	13	4	4	8	7	7	8
Central Watford & Oxhey	The Elms Surgery	0	4	1	1	2	0	0	3	0	4	0	2
Central Watford & Oxhey	Watford Health Centre	118	186	187	163	178	259	170	221	150	259	269	242
Danais	Bennetts End Surgery	169	138	209	248	183	250	296	433	333	419	470	397
Danais	Everest House Surgery	28	40	60	73	73	71	76	165	106	79	60	203
Delta	Archway Surgery	14	22	21	25	13	17	16	19	5	10	10	9
Delta	Haverfield Surgery	0	1	0	0	0	0	0	0	3	2	1	2
Delta	KINGS LANGLEY SURGERY	13	31	49	65	110	89	140	163	159	235	199	239
Delta	LINCOLN HOUSE SURGERY	22	70	96	99	58	89	113	153	86	166	119	156
Grand Union	Baldwins Lane Surgery	58	54	74	87	96	75	148	105	81	90	84	84
Grand Union	Bridgewater Surgeries	60	142	61	90	171	85	121	152	235	242	283	206
Grand Union	Garston Medical Centre	71	103	138	149	184	209	242	201	224	310	343	256
Grand Union	New Road Surgery	28	46	110	89	77	128	150	106	102	107	147	139



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HWE ShCR Monthly Utilisation Overview by Practice – South & West Herts

PCN	GP	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Harpenden	DAVENPORT HOUSE SURGERY	0	0	6	0	3	0	0	28	12	74	60	47
Harpenden	The Elms Medical Practice	2	7	2	1	2	1	3	1	4	20	13	3
Harpenden	VILLAGE SURGERY	3	2	1	12	18	12	21	17	4	23	9	8
HertsmereFive	Fairbrook Medical Centre	162	155	128	106	120	116	130	169	138	219	177	157
HertsmereFive	Little Bushey Surgery	15	10	14	7	16	15	10	37	15	26	59	85
HertsmereFive	Schopwick Surgery	87	160	130	165	277	191	167	158	205	287	220	201
HertsmereFive	The Grove Medical Centre	242	305	330	378	374	324	255	285	235	322	273	254
HertsmereFive	The Red House	78	152	122	450	133	121	165	189	146	254	625	513
HaLo	Harvey House Surgery	22	43	28	42	47	70	53	150	153	233	151	146
HaLo	LODGE SURGERY	91	118	66	82	156	152	162	232	202	273	208	224
Manor View Pathfinder	MANOR VIEW PRACTICE	68	88	157	246	474	553	648	664	543	642	599	524
Manor View Pathfinder	Pathfinder Practice*	4	1	3	0								
Manor View Pathfinder	Theobald Medical Centre*	57	188	198	95								
Manor View Pathfinder	South Oxhey Surgery	0	0	0	0	4	0	0	0	0	2	0	0
North Watford	Abbotswood Medical Centre	0	1	1	0	1	3	2	6	4	13	8	5
North Watford	Sheepcot Medical Centre	1	4	4	40	25	10	26	33	40	44	90	39
North Watford	Vine House Health Centre	87	70	103	102	110	150	123	135	171	235	173	220
Potters Bar	ANNANDALE MEDICAL CENTRE	77	72	89	63	45	82	106	64	56	82	68	103
Potters Bar	Highview Medical Centre	5	2	33	49	82	64	73	72	53	91	50	223
Potters Bar	Parkfield Medical Centre	83	124	136	107	123	94	75	82	73	96	98	84
The Rickmansworth & Chorleywood	Chorleywood Health Centre	20	24	41	22	33	20	22	17	25	21	8	13
The Rickmansworth & Chorleywood	Gade Surgery	17	39	77	58	31	56	59	72	66	116	149	165
The Rickmansworth & Chorleywood	The Colne Practice	32	42	33	43	63	117	188	219	136	161	187	194

*now part of Manor View Practice



HWE ShCR Monthly Utilisation Overview by PCN – East & North Herts

PCN	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Broxbourne Alliance	18	13	16	8	7	8	34	72	60	40	48	44
Hatfield	158	185	215	171	222	162	163	408	282	500	499	573
Hertford & Rurals	0	0	0	0	0	0	16	21	13	15	49	50
Hitchin & Whitwell	66	57	76	16	33	25	48	22	33	32	15	38
Hoddesdon & Broxbourne	0	0	0	0	0	1	33	83	99	200	136	102
Icknield	8	13	23	32	18	10	23	18	14	52	35	25
Lea Valley Health	110	81	69	150	28	93	82	278	113	134	242	256
Stevenage North	14	171	130	66	61	24	72	95	32	115	195	145
Stevenage South	39	69	51	24	22	40	35	19	23	53	17	34
Stort Valley & Villages	155	155	121	183	156	154	204	263	169	300	261	214
Ware & Rurals	0	0	0	0	0	0	0	0	0	0	0	0
Welwyn Garden City	0	0	0	0	1	1	51	35	85	148	38	34



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HWE ShCR Monthly Utilisation Overview by Practice – East & North Herts

PCN	GP	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Broxbourne Alliance	ABBEY ROAD SURGERY	18	13	16	8	7	8	13	10	13	10	16	11
Broxbourne Alliance	THE MAPLES	0	0	0	0	0	0	17	62	46	30	32	33
Broxbourne Alliance	CUFFLEY AND GOFFS OAK MEDICAL PRACTICE	0	0	0	0	0	0	0	0	1	0	0	0
Broxbourne Alliance	WARDEN LODGE MEDICAL PRACTICE	0	0	0	0	0	0	4	0	0	0	0	0
Hatfield	WRAFTON HOUSE SURGERY	0	1	0	0	2	0	0	1	1	35	59	48
Hatfield	LISTER HOUSE SURGERY	0	0	0	0	0	0	0	186	147	218	172	175
Hatfield	BURVILL HOUSE SURGERY	3	18	18	25	23	18	48	53	35	90	114	105
Hatfield	POTTERELLS MEDICAL CENTRE	155	166	197	146	197	144	115	168	99	157	154	245
Hertford & Rurals	HANSCOMBE HOUSE SURGERY	0	0	0	0	0	0	0	0	0	0	0	0
Hertford & Rurals	WALLACE HOUSE	0	0	0	0	0	0	16	16	8	8	40	35
Hertford & Rurals	CHURCH STREET SURGERY	0	0	0	0	0	0	0	5	5	6	9	14
Hertford & Rurals	WATTON PLACE CLINIC	0	0	0	0	0	0	0	0	0	1	0	1
Hitchin & Whitwell	THE PORTMILL SURGERY	0	0	0	0	1	1	2	5	0	0	0	0
Hitchin & Whitwell	BANCROFT MEDICAL CENTRE	66	57	76	16	32	24	46	17	33	32	15	38
Hoddesdon & Broxbourne	THE LIMES SURGERY	0	0	0	0	0	0	5	7	14	26	30	14
Hoddesdon & Broxbourne	AMWELL SURGERY	0	0	0	0	0	0	0	25	26	53	34	25
Hoddesdon & Broxbourne	HAILEY VIEW SURGERY	0	0	0	0	0	1	22	28	42	60	42	33
Hoddesdon & Broxbourne	PARK LANE SURGERY	0	0	0	0	0	0	6	23	17	61	30	30
Icknield	ASHWELL SURGERY	0	0	0	0	0	0	0	0	0	0	0	0
Icknield	THE NEVELLS ROAD SURGERY	3	3	2	14	0	0	6	3	0	1	1	0
Icknield	BIRCHWOOD SURGERY	0	0	0	0	0	0	1	0	0	0	0	0
Icknield	BALDOCK SURGEY (ASTONIA HOUSE)	0	0	0	0	0	0	1	0	0	0	0	0
Icknield	THE SOLLERSHOTT SURGERY	5	10	20	18	18	10	15	15	13	33	24	18
Icknield	THE GARDEN CITY SURGERY	0	0	1	0	0	0	0	0	1	18	10	7



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HWE ShCR Monthly Utilisation Overview by Practice – East & North Herts

PCN	GP	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Lea Valley Health	CROMWELL MEDICAL CENTRE	62	108	79	63	77	19	73	78	107	42	101	96
Lea Valley Health	STOCKWELL LODGE MED.CTR.	6	0	0	0	0	1	0	1	46	27	17	18
Lea Valley Health	HIGH STREET SURGERY (Lea Valley)	0	0	0	1	0	0	0	0	66	34	15	17
Lea Valley Health	STANHOPE SURGERY	1	2	2	5	73	8	20	3	59	10	1	111
Stevenage North	HEALTH CENTRE STANMORE ROAD	6	14	171	130	65	61	24	72	95	32	115	195
Stevenage North	THE SYMONDS GREEN HEALTH CENTRE	0	0	0	0	1	0	0	0	0	0	0	0
Stevenage South	KNEBWORTH & MARYMEAD MEDICAL PRACTICE	38	35	62	46	23	20	39	31	19	23	37	16
Stevenage South	SHEPHALL WAY SURGERY	0	0	0	0	0	0	0	0	0	0	13	0
Stevenage South	KING GEORGE SURGERY	0	0	0	0	0	0	0	2	0	0	3	1
Stevenage South	BEDWELL MEDICAL CENTRE	0	4	7	5	1	2	0	2	0	0	0	0
Stort Valley & Villages	MUCH HADHAM HEALTH CENTRE	0	0	5	0	3	0	34	89	147	83	148	118
Stort Valley & Villages	CHURCH STREET PARTNERSHIP	111	59	94	101	134	107	69	45	77	33	84	71
Stort Valley & Villages	SOUTH STREET SURGERY	144	95	52	19	45	49	49	70	38	53	68	72
Stort Valley & Villages	CENTRAL SURGERY	14	1	4	1	1	0	0	0	1	0	0	0
Stort Valley & Villages	PARSONAGE SURGERY	0	0	0	0	0	0	0	0	0	0	0	0
Ware & Rurals	DOLPHIN HOUSE SURGERY	0	0	0	0	0	0	0	0	0	0	0	0
Ware & Rurals	THE MEDICAL CENTRE BUNTINGFORD	0	0	0	0	0	0	0	0	0	0	0	0
Welwyn Garden City	PEARTREE LANE SURGERY	0	0	0	0	0	0	0	0	0	0	0	0
Welwyn Garden City	THE GARDEN CITY PRACTICE	1	0	0	0	0	0	1	5	24	7	35	12
Welwyn Garden City	HALL GROVE PRACTICE	0	0	0	0	0	0	0	0	0	1	0	0
Welwyn Garden City	SPRING HOUSE HEALTH	0	0	0	0	0	1	0	46	11	77	113	26
Unallocated	BRIDGE COTTAGE SURGERY	0	0	0	0	0	0	0	0	1	0	4	0
Unallocated	REGAL CHAMBERS SURGERY	0	0	5	3	1	0	1	1	5	0	0	0
Unallocated	WHITWELL SURGERY	0	0	0	0	0	79	39	34	0	12	0	0



HWE ShCR Monthly Utilisation Overview by PCN – West Essex

PCN	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Epping Forest North	116	156	111	61	130	92	35	76	96	111	87	70
Harlow North	65	65	53	64	47	44	35	45	24	36	43	46
Harlow South	60	318	347	309	220	323	270	345	364	384	327	271
Loughton, Buckhurst Hill and Chigwell	1744	1581	1775	2049	2119	1880	1961	1822	1584	2138	1708	1943
North Uttlesford	43	57	424	193	159	182	225	220	148	495	511	329
South Uttlesford	16	156	51	29	24	30	27	46	46	33	50	29



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HWE ShCR Monthly Utilisation Overview by Practice – West Essex

PCN	GP	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Epping Forest North	Abridge Surgery	28	88	12	33	31	72	20	43	41	29	35	40
Epping Forest North	High Street Surgery	1	0	0	4	0	2	2	3	1	0	2	0
Epping Forest North	Market Square Surgery	0	21	20	4	0	1	1	4	1	3	3	7
Epping Forest North	Maynard Court Surgery	3	5	4	6	2	11	4	12	2	13	8	5
Epping Forest North	Ongar War Memorial Medical Centre	5	0	0	0	0	0	0	0	0	0	0	0
Epping Forest North	The Limes Medical Centre	79	42	75	14	97	6	8	14	51	66	39	18
Harlow North	Addison House Surgery	0	0	0	0	2	1	0	5	0	2	3	0
Harlow North	Church Langley Medical Practice	3	5	0	0	0	0	0	0	0	0	0	2
Harlow North	Nuffield House Surgery	54	38	53	60	38	42	34	38	24	33	40	44
Harlow North	Old Harlow Health Centre	8	22	0	4	7	1	1	2	0	1	0	0
Harlow North	Sydenham House Surgery	0	0	0	0	0	0	0	0	0	0	0	0
Harlow South	Hamilton Practice	5	3	0	0	0	1	0	25	23	18	7	3
Harlow South	Lister Medical Centre	1	2	0	0	0	0	1	0	0	0	2	0
Harlow South	The Ross Practice	54	313	347	309	220	322	269	320	341	366	318	268



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Utilisation Overview by Practice – West Essex CCG

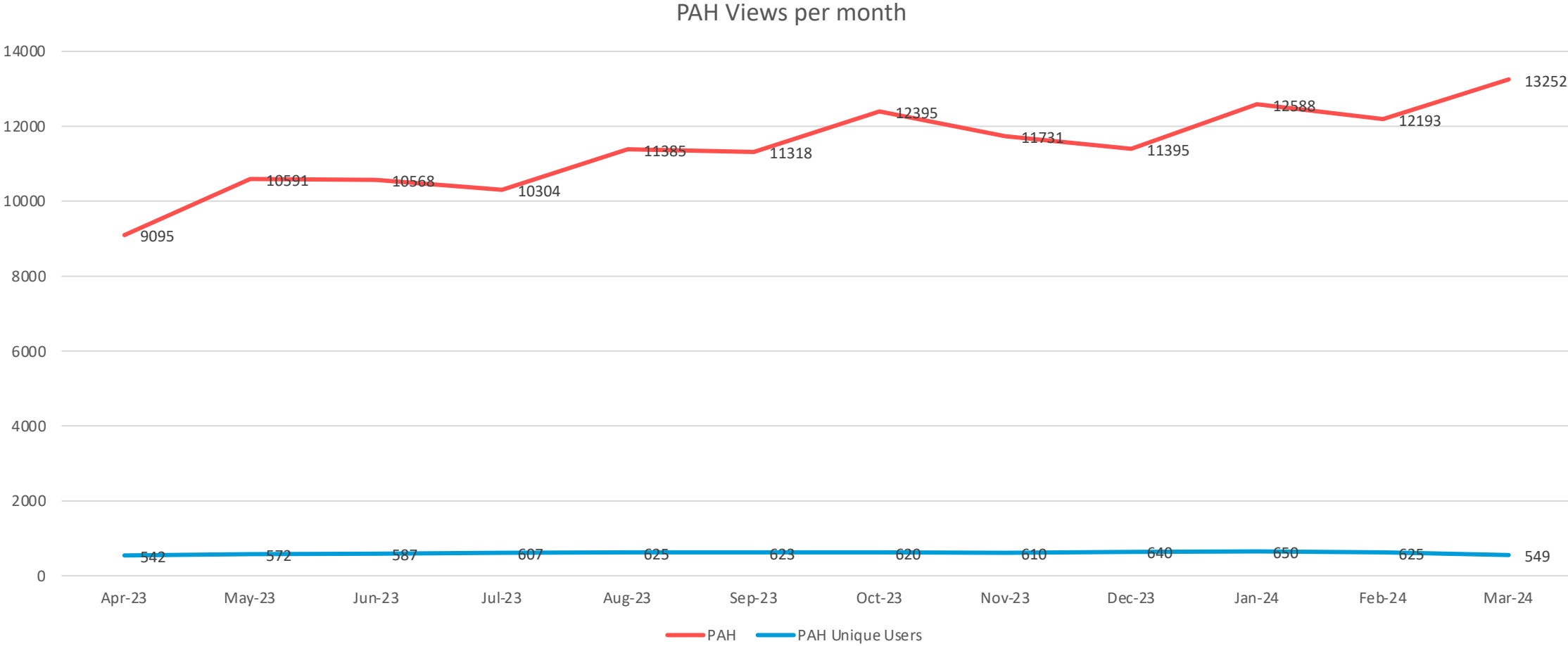
PCN	GP	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Loughton, Buckhurst Hill and Chigwell	Chigwell Medical Centre	49	79	54	151	122	66	100	139	113	109	107	106
Loughton, Buckhurst Hill and Chigwell	Kings Medical Centre	232	244	313	311	339	250	292	229	261	320	248	299
Loughton, Buckhurst Hill and Chigwell	Loughton Health Centre	60	75	73	84	92	81	71	51	60	50	55	52
Loughton, Buckhurst Hill and Chigwell	Loughton Surgery	293	301	346	455	376	341	239	367	232	384	251	412
Loughton, Buckhurst Hill and Chigwell	Palmerston Road Surgery	234	219	185	181	242	235	345	226	191	191	275	235
Loughton, Buckhurst Hill and Chigwell	The Forest Practice	383	366	431	355	574	527	667	531	511	659	416	513
Loughton, Buckhurst Hill and Chigwell	The Rivers Surgery	493	297	373	512	374	380	247	279	216	425	356	326
North Uttlesford	Crocus Medical Practice	0	0	0	0	0	0	16	11	16	35	22	14
North Uttlesford	Newport Surgery	0	1	3	10	13	18	11	15	12	11	10	70
North Uttlesford	Thaxted Surgery	0	23	10	12	8	10	62	26	21	45	28	41
North Uttlesford	The Gold St Surgery	43	33	411	171	138	154	136	168	99	404	451	204
South Uttlesford	Angel Lane Surgery	1	1	0	0	0	0	0	2	5	0	0	1
South Uttlesford	Eden Surgery	1	50	39	22	15	16	10	4	12	6	27	10
South Uttlesford	Elsenham Surgery	0	0	0	0	0	0	0	5	0	0	0	0
South Uttlesford	John Tasker House Surgery	0	0	3	0	0	0	0	8	15	6	3	2
South Uttlesford	Stansted Surgery	14	12	9	7	9	14	17	27	14	21	20	16



NHS Trusts

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

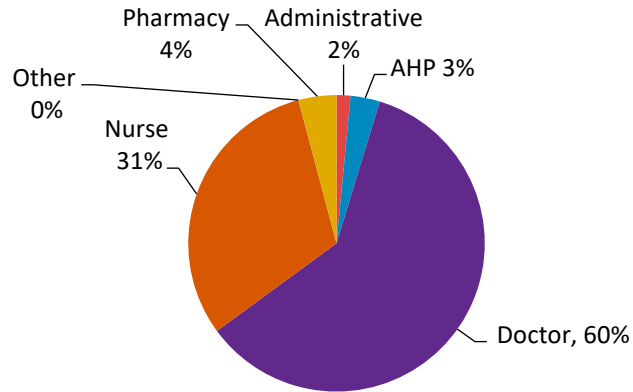
HWE ShCR Monthly Views Overview by Acute Trust PAH



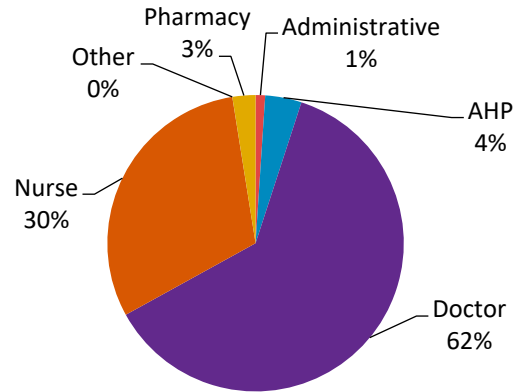
Hertfordshire and West Essex Integrated Care System



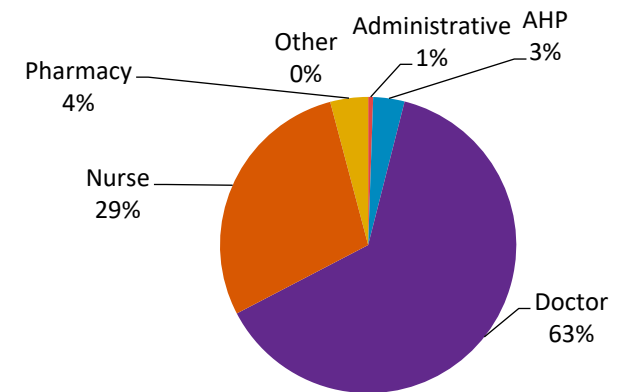
HWE ShCR Monthly Views Overview by Job Role - PAH



Views by Job Role PAH January 2024
2024



Views by Job Role PAH February 2024
2024



Views by Job Role PAH March 2024
2024

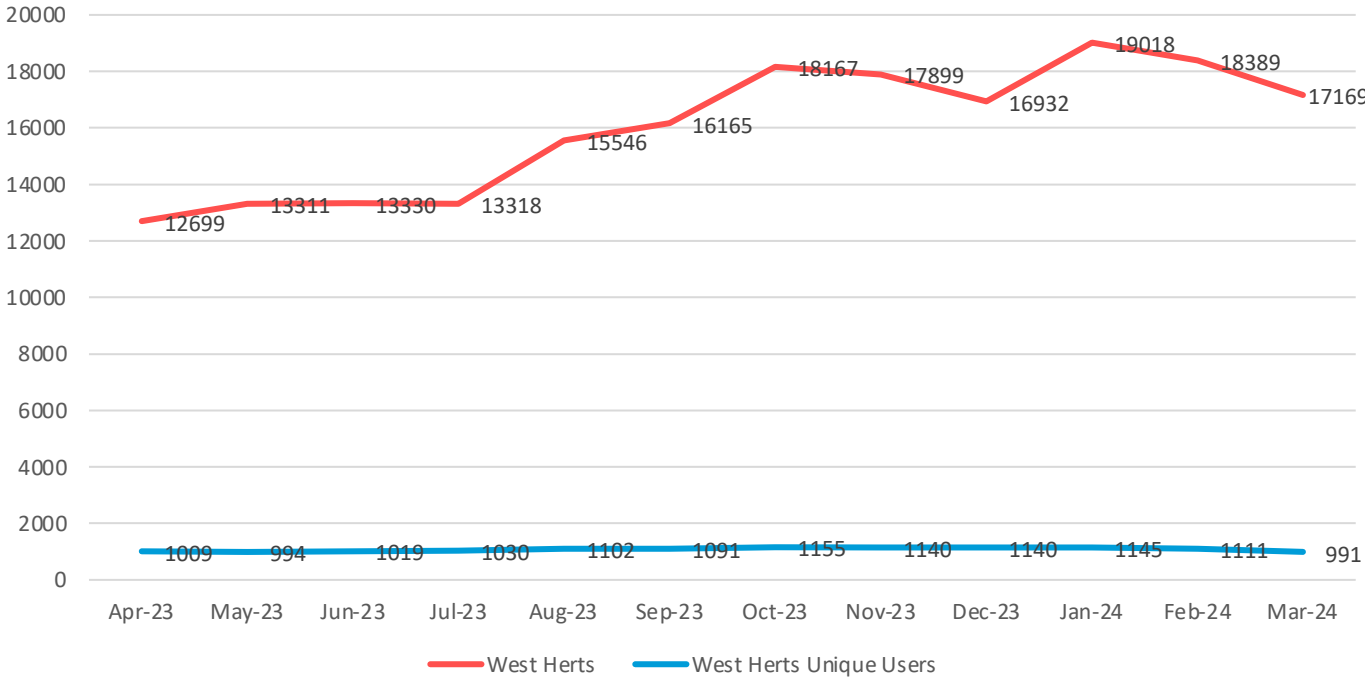
UserGroup	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Administrative	101	71	51	94	106	62	152	64	122	191	127	72
AHP	325	411	384	496	468	429	519	439	286	403	484	453
Doctor	5210	6409	6211	6055	6905	6891	7878	7273	7488	7580	7556	8401
Nurse	2655	2977	3158	2958	2917	3172	3160	3354	3026	3892	3719	3779
Other	75	17	18	2	0	0	1	1	3	2	1	0
Pharmacy	729	641	674	678	946	690	624	557	470	520	306	547



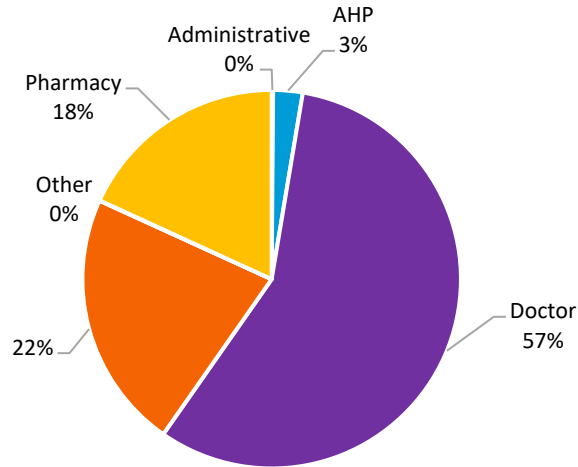
HWE ShCR Monthly Views Overview by Acute Trust WHTH

Acute Trust	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
West Herts	17294	12699	13311	13330	13318	15546	18167	17899	16932	19018	18389	17169
West Herts Unique Users	1088	1009	994	1019	1030	1102	1155	1140	1140	1145	1111	991
Views per user average	16	13	13	13	13	14	16	16	15	17	17	17

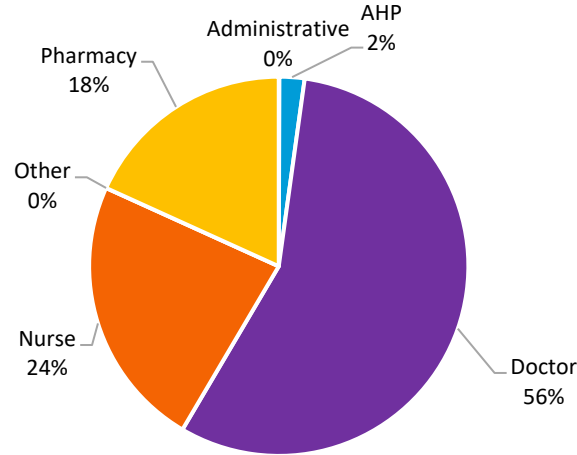
WHTH Views per month



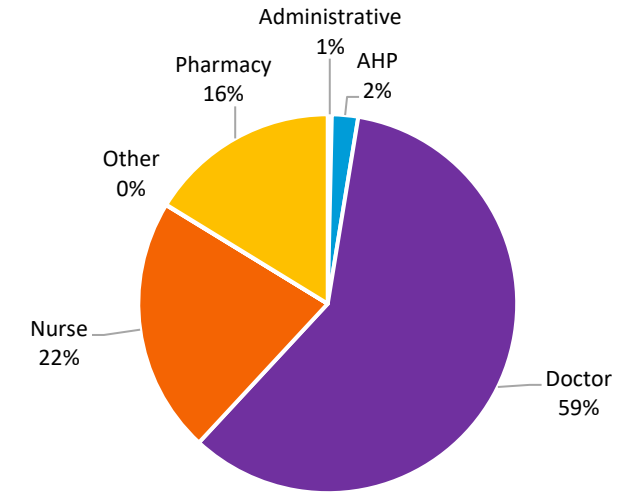
HWE ShCR Monthly Views Overview by Job Role - WHTH



Views by Job Role WHTH January 2024



Views by Job Role WHTH February 2024



Views by Job Role WHTH March 2024

UserGroup	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Administrative	13	33	30	50	24	26	9	37	36	23	10	59
AHP	344	378	374	447	603	482	535	455	398	479	393	385
Doctor	7392	7180	7028	7350	7663	8209	9123	8687	8439	10854	10351	10184
Nurse	2882	3774	3815	3034	3758	3764	4418	4647	3929	4202	4284	3746
Other	7	4	3	2	6	1	0	6	3	6	0	6
Pharmacy	2061	1942	2080	2435	3342	3550	3723	4067	4127	3454	3351	2789

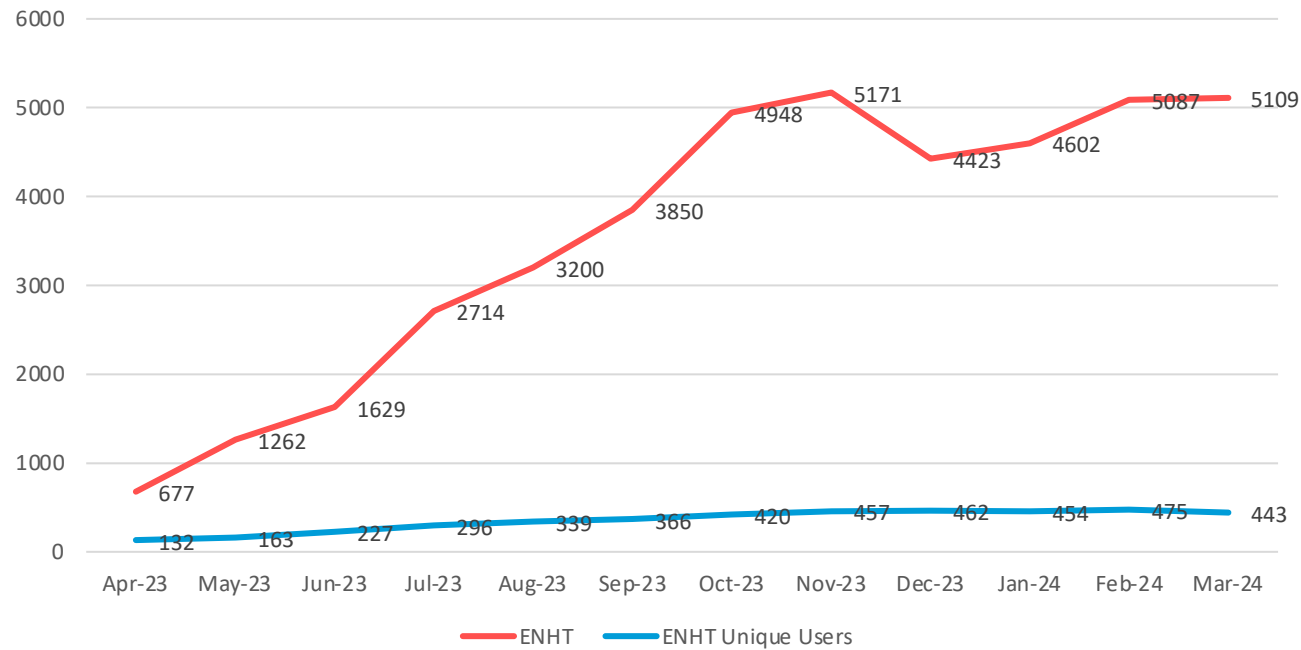


HWE ShCR Monthly Views Overview by Acute Trust ENHT

(live 30th March 2023)

Acute Trust	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
East & North Hospitals Trust	677	1262	1629	2714	3200	3850	4948	5171	4423	4602	5087	5109
East & North Hospitals Trust Unique Users	132	163	227	296	339	366	420	457	462	454	475	443
Views per user average	5	8	7	9	9	11	12	11	10	10	11	12

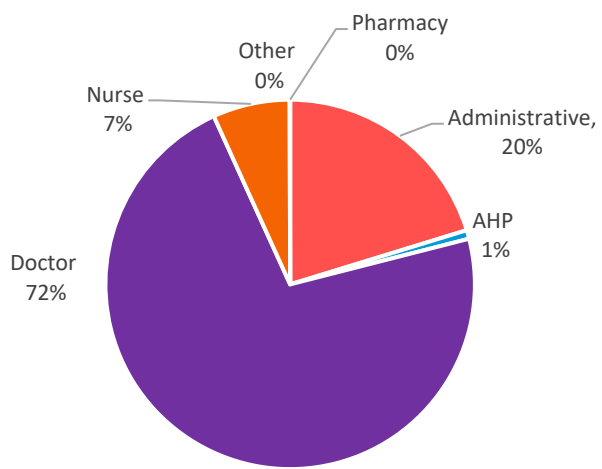
ENHT Views per month



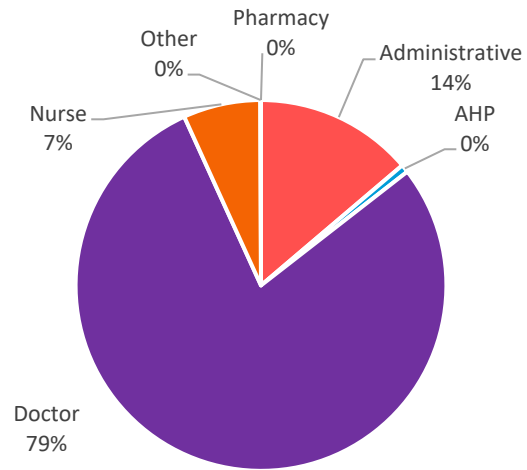
Hertfordshire and West Essex Integrated Care System



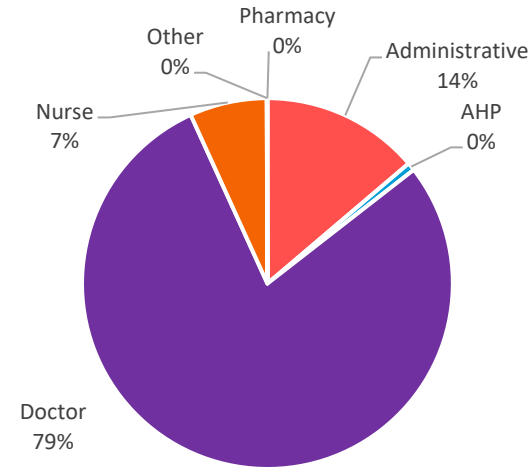
HWE ShCR Monthly Views Overview by Job Role - ENHT



Views by Job Role ENHT January 2024



Views by Job Role ENHT February 2024



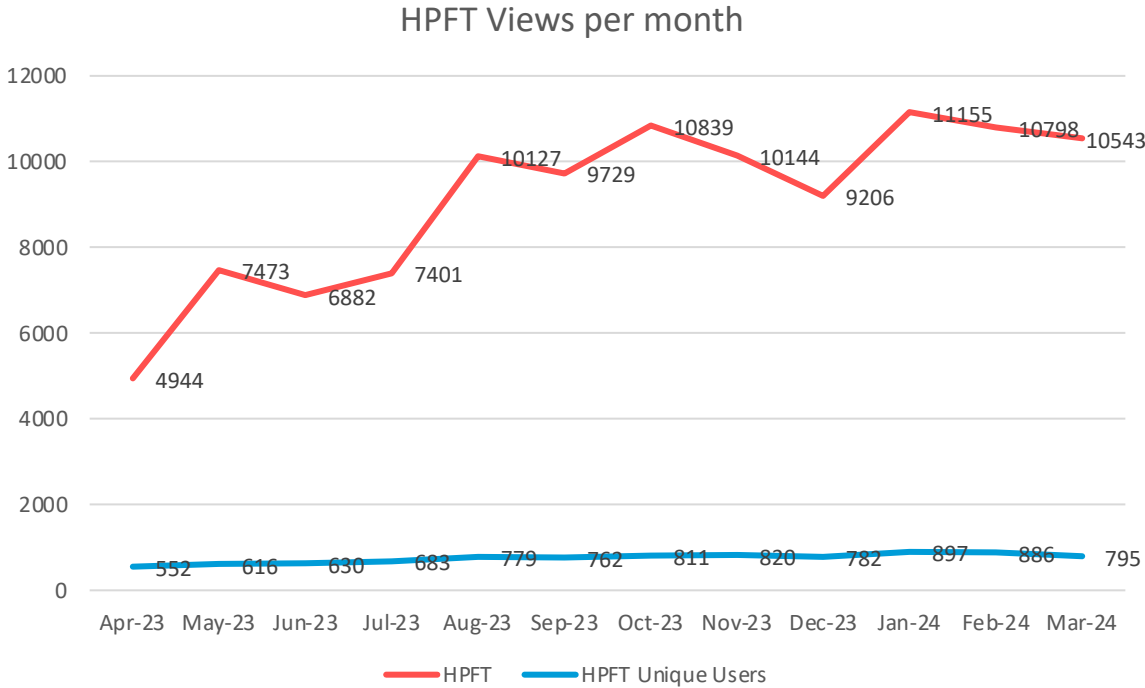
Views by Job Role ENHT March 2024

UserGroup	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Administrative	16	292	448	724	911	791	871	760	1055	816	929	696	693
AHP	0	14	30	28	21	18	20	26	23	15	35	35	42
Doctor	7	210	641	680	1614	2141	2679	3824	3730	3305	3310	3974	4050
Nurse	1	144	84	153	151	233	273	323	340	266	309	340	283
Other	6	7	34	4	2	2	0	4	5	9	2	3	8
Pharmacy	0	0	0	0	0	0	0	0	0	0	0	0	0

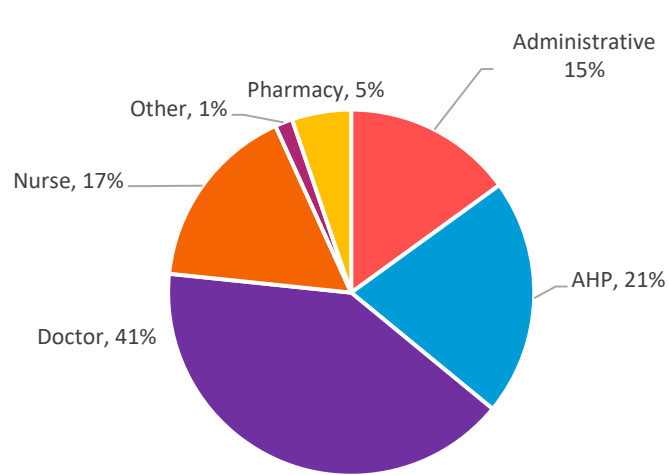


HWE ShCR Monthly Views Overview by Mental Health & Learning Disability Trust HPFT

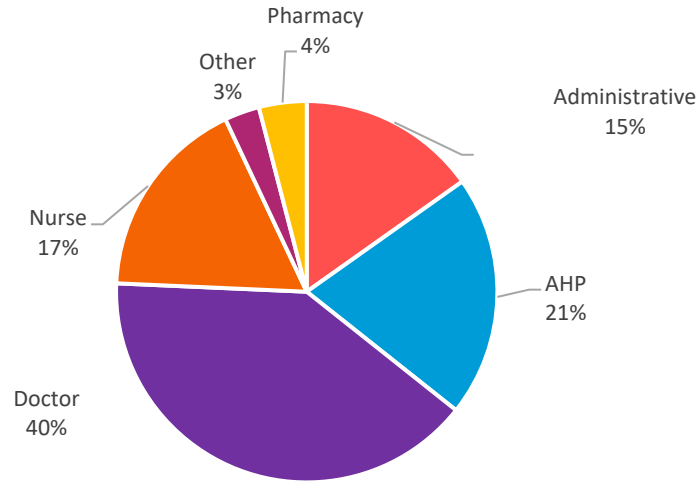
Acute Trust	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb -24	Mar-24
HPFT	4944	7473	6882	7401	10127	9729	10839	10144	9206	11155	10798	10543
HPFT Unique Users	552	616	630	683	779	762	811	820	782	897	886	795
Views per user average	9	12	11	11	13	13	13	12	12	12	12	13



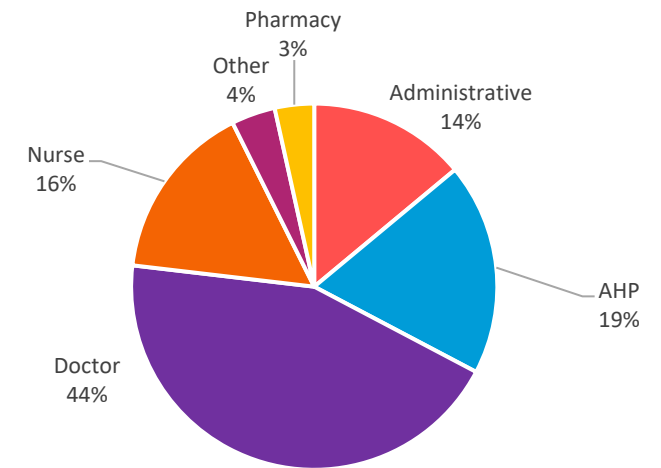
HWE ShCR Monthly Views Overview by Job Role - HPFT



Views by Job Role HPFT January 2024



Views by Job Role HPFT February 2024



Views by Job Role HPFT March 2024

UserGroup	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Administrative	608	831	878	1003	2957	2099	1449	1458	1602	1674	1638	1471
AHP	747	2352	1069	1198	1266	1332	2549	2076	1716	2335	2209	1975
Doctor	2269	2848	3307	3381	4017	4325	4472	4200	3759	4539	4316	4650
Nurse	852	1002	1135	1181	1384	1360	1636	1837	1632	1847	1864	1662
Other	142	103	121	206	172	183	149	125	96	173	320	409
Pharmacy	326	336	366	431	322	423	487	447	395	584	436	366

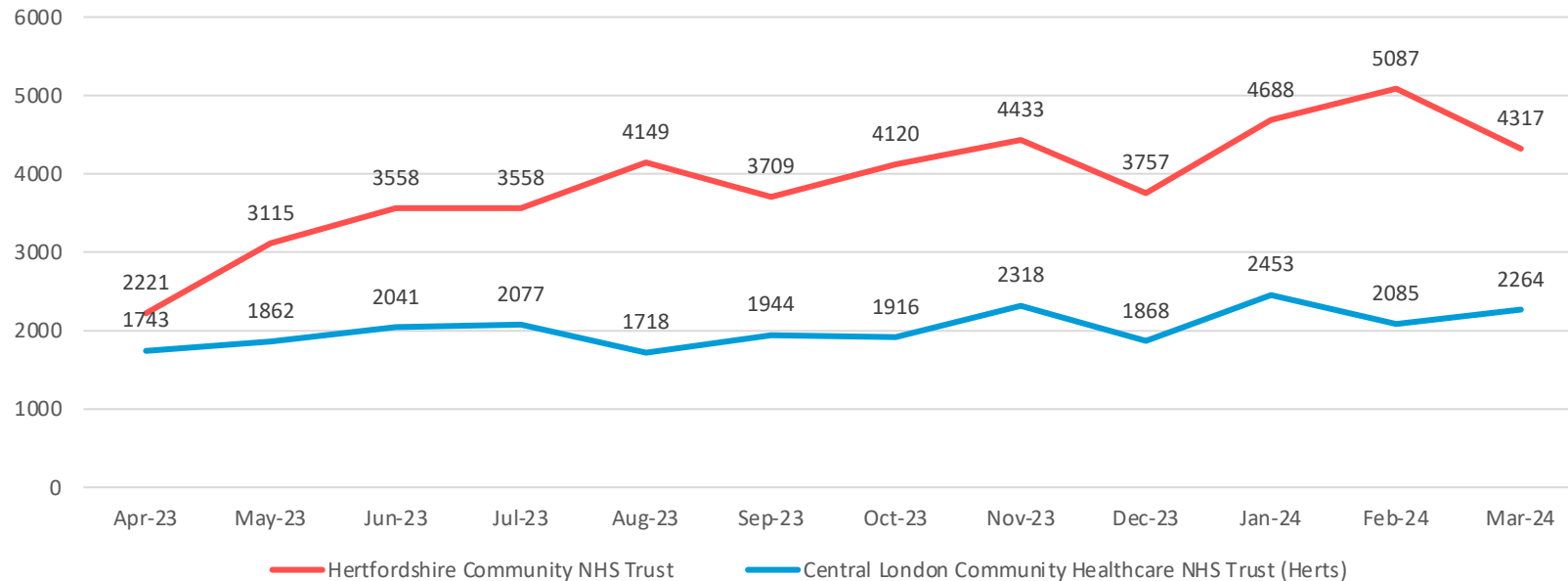


Community Providers

HWE ShCR Monthly Views Overview by Community Trust

Provider	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Hertfordshire Community NHS Trust	2221	3115	3558	3558	4149	3709	4120	4433	3757	4688	5087	4317
Central London Community Healthcare NHS Trust	1743	1906	2137	2115	1762	1944	1916	2318	1868	2453	2085	2264
Community Unique Users	390	428	448	462	462	295	329	337	320	377	395	345
Average views per user	10	12	13	12	13	19	18	20	18	19	18	19

Total Views per month by Community Trust

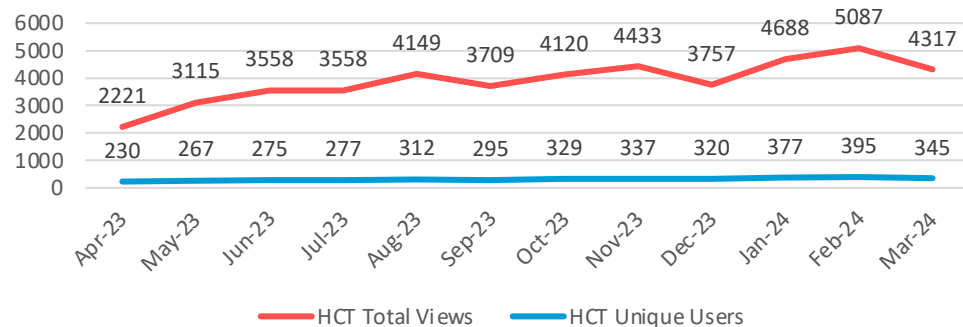


HWE ShCR Monthly Views Overview by Community Trust

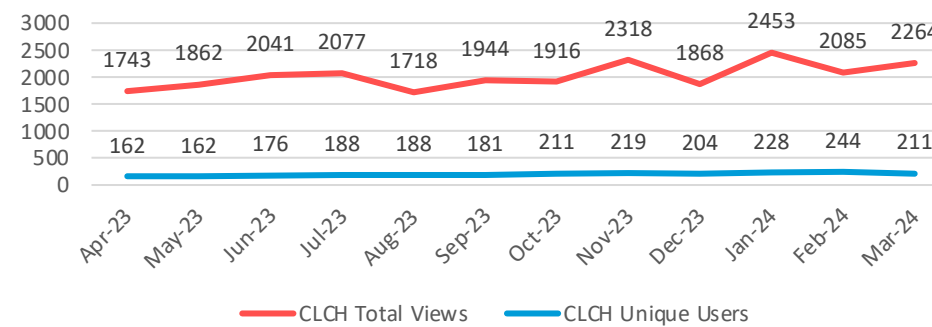
Hertfordshire Community NHS Trust (HCT)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
HCT Total Views	2221	3115	3558	3558	4149	3709	4120	4433	3757	4688	5087	4317
HCT Unique Users	230	267	275	277	277	295	329	337	320	377	395	345
HCT Average views per user	10	12	13	13	15	13	13	13	12	12	13	13

Central London Community Healthcare NHS Trust (Herts) (CLCH)	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
CLCH Total Views	1743	1906	2137	2115	1762	1944	1916	2318	1868	2453	2085	2264
CLCH Unique Users	162	162	176	188	188	181	211	219	204	228	244	211
CLCH Average views per user	11	12	12	11	9	11	9	11	9	11	9	11

Total views and Unique Users HCT per month



Total Views and Unique Users CLCH per month



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
East & North Herts Respiratory Care Service	238	277	331	341	278	215	246	280	277	285	334	300
Herts PHN - Dacorum and St Albans	211	487	417	344	511	482	414	451	358	554	736	471
Herts PHN - Watford, 3 Rivers and Hertsmere	79	98	149	168	147	161	136	181	119	241	248	199
Herts Valley Integrated Diabetes Service	319	426	502	551	579	451	484	589	543	646	606	509
Hertfordshire Diabetes Service	21	30	59	48	25	19	131	35	88	50	144	89
East and North Herts Podiatry Service	19	35	41	9	8	11	20	9	13	3	20	26
West Herts Nutrition & Dietetics	50	84	82	84	88	101	75	108	122	108	139	111
HCT Business Unit	5	1	0	0	0	0	0	0	0	0	0	0
HCT Prevention of admission	260	290	318	294	408	397	483	730	594	658	695	625
East & North Herts Integ Comm Team - Welhat	242	247	193	306	296	234	471	371	333	321	375	318
East and North Herts Adult Bladder & Bowel Care Service	4	3	10	0	6	4	1	2	0	0	4	0
East & North Herts Discharge Unit	2	3	5	5	13	8	18	5	3	10	9	9
East & North Herts Integ Comm Team - Lower Lea Valley	52	45	42	20	30	24	32	19	8	20	22	14
Central Midlands South CHIS	3	0	4	1	1	0	1	0	1	2	0	0
Hertfordshire Musculoskeletal Service	0	1	0	0	0	0	0	0	0	0	0	2
Hertfordshire Children's SLT Service	5	4	7	2	2	0	1	0	0	1	2	0
HCT EPR Core - HCT	0	0	2	0	0	0	1	4	0	0	0	0
West Herts Diabetes Retinal Screening Service	117	260	356	350	554	348	241	377	116	279	233	80
Herts PHN - East Herts, Broxbourne and Welhat	95	80	155	167	159	178	192	201	133	169	207	225
Hertfordshire Community NHS PALMS Service	2	5	2	1	7	7	10	2	1	2	12	4
East & North Herts SLT Service Adults	3	9	14	4	7	10	3	0	3	19	2	4
East & North Herts Nutrition and Dietetics Service	13	25	15	18	14	17	15	23	8	3	12	14
East & North Herts Integ Comm Team - Upper Lea Valley	47	59	52	50	54	37	34	63	62	83	81	110
Herts Step2 Mental Health and Emotional Wellbeing	0	0	0	0	0	0	0	19	7	9	4	1
Herts PHN - North Herts and Stevenage	83	95	123	150	159	145	155	148	118	152	215	232
Mental Health in Schools Team	0	0	0	0	0	0	1	0	0	0	1	0
East & North Herts Integ Comm Team - Royston	1	0	0	0	2	25	28	35	40	21	13	20
East & North Herts Integ Comm Team Stevenage	70	177	158	131	214	225	181	175	243	223	256	222
East & North Herts Neuro Rehab Service	3	3	1	11	20	15	12	8	4	1	4	9
Hertfordshire Children's OT & Physio Service	4	9	17	10	16	33	49	13	32	34	23	18
West Herts Com Paeds	3	3	75	1	2	3	2	1	1	1	0	1



West Essex Integrated Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
North Herts & Stevenage PCT Reporting	0	0	0	0	0	0	0	0	0	0	0	0
West Herts PCT Reporting Unit	0	0	0	0	0	0	0	0	0	0	0	0
East and North Herts Community Hospitals	23	30	37	23	70	56	71	77	57	150	112	44
East and North Herts Specialist Palliative Care	7	1	3	1	36	42	26	44	27	36	40	38
East and North Herts Tissue Viability	0	0	0	0	0	0	0	0	0	0	0	5
East & North Herts Clinical Navigator	0	0	0	0	0	0	0	0	0	0	0	0
HCT Reporting	0	0	0	0	0	0	0	0	0	0	0	0
East & North Herts Cheshunt Comm Hosp Nurses	0	0	0	0	0	0	0	0	0	0	0	0
East & North Herts Integ Comm Team - Stort Valley and Villages	1	19	9	10	4	14	13	2	12	14	7	18
East & North Herts Integ Comm Team - North Herts	33	58	95	111	196	166	192	191	189	226	165	204
East & North Herts Stroke Early Support Discharge	0	0	0	0	0	0	0	0	0	0	0	0
Herts and Essex Minor Injuries Unit	0	0	35	0	0	0	0	3	0	0	0	0
East & North Herts Acute Therapy Services	0	0	0	0	0	0	0	0	0	0	0	0
East & North Herts Cardiac Rehab Service	0	0	0	0	0	0	0	0	0	0	0	0
East & North Herts Leg Ulcer Service	3	2	18	24	8	2	17	24	13	50	44	44
East & North Herts Skin Health Service	0	0	0	0	1	0	0	1	0	0	0	10
East and North Herts Lymphoedema Service	0	0	0	0	0	0	0	0	1	0	0	0
Activate for Chronic Fatigue Syndrome & Persistent Pain Service	0	0	0	0	0	0	0	0	0	0	0	0
Herts Community Dental Service	0	0	0	4	0	0	1	0	2	0	4	0
Herts Sickle Cell Service	0	0	0	0	0	0	0	0	0	8	1	5
West Herts Children's Comm & Spec Nursing Service	150	193	169	253	131	179	224	139	152	138	200	201
West Herts Special School Nurses and Herts Transitional 14-21 Service	3	2	5	0	0	0	0	0	0	0	0	0
West Herts Children's Eye Care Service	0	0	0	0	0	0	0	0	0	0	0	0



Hertfordshire and
West Essex Integrated
Care System



HWE ShCR Monthly Views Overview - HCT

TPP Unit Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
West Herts Paediatric Audiology Service	0	0	0	0	0	0	0	1	0	0	0	0
Herts Children Looked After & Care Leavers Service	6	9	5	14	34	25	31	24	11	23	16	10
HCT EPR Core - WHHT	0	0	0	0	0	0	0	0	0	0	0	0
HCT EPR Core - ENHHT	0	0	0	0	0	0	0	0	0	0	0	0
HCT EPR Core - HCC	0	0	0	0	0	0	0	0	0	0	0	0
HCT - External EPR Core	0	0	0	0	0	0	0	0	0	0	0	0
HCT Macmillan Brain CARE Team	0	0	0	0	0	0	0	0	0	0	0	0
East and North Herts Maple Frailty service	0	2	3	7	0	1	0	3	1	8	4	13
East and North Herts Phlebotomy Service	1	0	0	0	3	1	0	0	0	0	0	0
HCT Urgent Viral Swabbing service	0	0	0	0	0	0	0	0	0	0	0	0
HCT Virtual Care home	0	0	0	0	0	1	0	0	0	0	0	0
HCT Covid-19 Rehab co-ordination Service	7	5	10	8	4	16	10	6	12	4	9	4
East & North Herts Care Co-ordination Centre	2	7	3	3	3	3	5	3	11	10	16	9
HCT CSAIS - Hertfordshire	0	0	0	7	31	1	0	0	0	0	1	3
HCT Acute Respiratory Hub	0	0	0	0	0	0	0	0	0	0	0	0

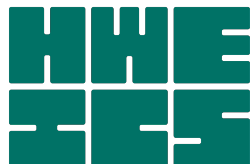


Hertfordshire and West Essex Integrated Care System



HWE ShCR Monthly Views Overview - CLCH

TPP Unit Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
West Herts Community Adult Health Service - St Albans & Harpenden	132	70	64	98	59	98	71	126	72	159	128	108
Herts Valley Discharge Unit	241	322	278	271	204	228	252	231	199	256	202	228
West Herts Specialist Palliative Care	153	161	100	69	106	88	112	141	92	131	98	106
West Herts Heart Failure Service	25	17	7	38	14	15	5	14	13	12	11	11
West Herts Community Adult Health Service - Dacorum	255	239	322	340	168	272	193	400	246	360	344	395
West Herts Community Adult Health Service - Hertsmere	33	91	72	59	48	150	87	108	89	88	103	109
West Herts Podiatry Service	19	6	15	24	39	15	34	27	18	26	33	30
Herts Valley Community Treatment Unit	72	83	95	84	143	155	97	122	147	101	128	92
West Herts Community Adult Health Service - Watford	101	104	219	155	78	217	194	155	128	329	229	294
West Herts Community Respiratory Service	478	371	518	530	453	323	369	368	345	398	253	349
Herts Tissue Viability	9	23	9	24	43	40	46	22	35	42	57	70
West Herts Stroke Early Support Discharge	28	129	82	107	115	86	84	103	69	66	88	107
West Herts Neuro Rehab Service	59	126	70	99	118	118	149	235	197	196	151	147
West Herts Adult SALT Service	9	3	3	9	14	39	75	94	64	144	93	75
West Herts Community Hospitals	113	98	164	127	95	95	128	157	144	124	145	111
West Herts Lymphedema Service	2	4	13	24	7	2	11	8	3	4	9	11
West Herts Cardiac Rehab	14	12	6	7	10	0	2	4	0	6	7	3
West Herts Leg Ulcer Service	0	0	0	0	0	0	0	0	0	0	0	0
West Herts Adult Bladder & Bowel Care Service	0	0	0	0	0	1	0	0	2	0	3	10
West Herts CLCH West Herts Palliative Care Referral Centre	0	3	4	12	4	2	7	3	5	11	3	8



Hertfordshire and West Essex Integrated Care System

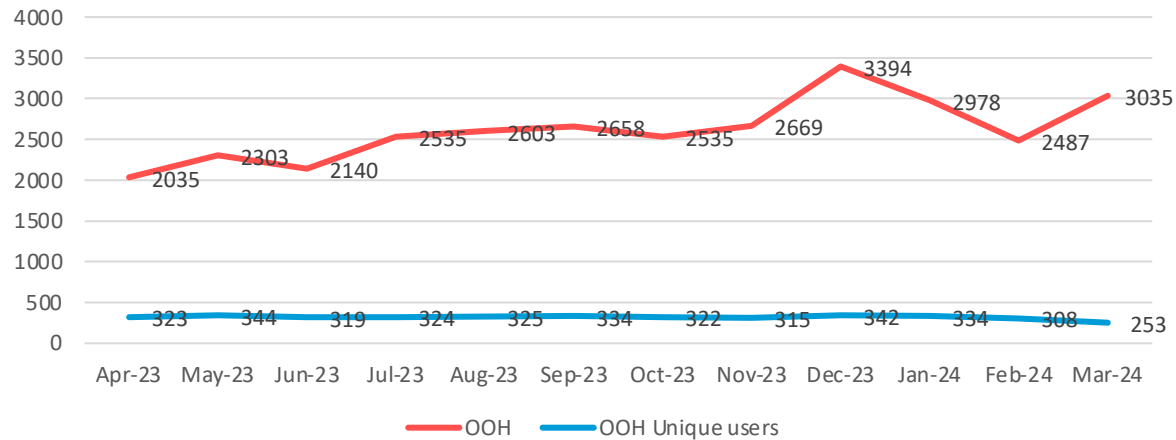


Herts Urgent Care Out of Hours

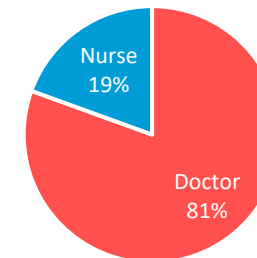
HWE ShCR Monthly Views Overview for Herts Urgent Care (HUC)

HUC	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
OOH Total Views	2035	2303	2140	2535	2603	2658	2535	2669	3394	2978	2487	3035
OOH Unique users	323	344	319	324	325	334	322	315	342	334	308	253
Average views per user	6	7	7	8	8	8	8	8	10	9	8	12

Total Monthly Views of HIE for Herts Urgent Care (HUC)



Views by Job Role in HUC March 2024

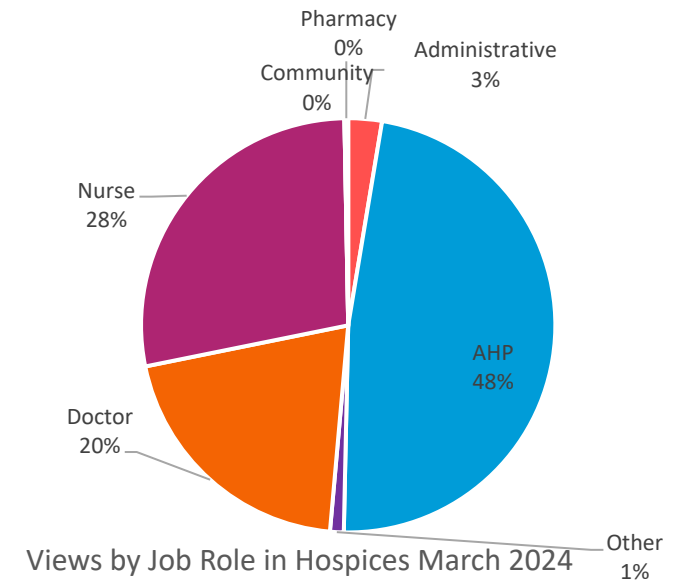
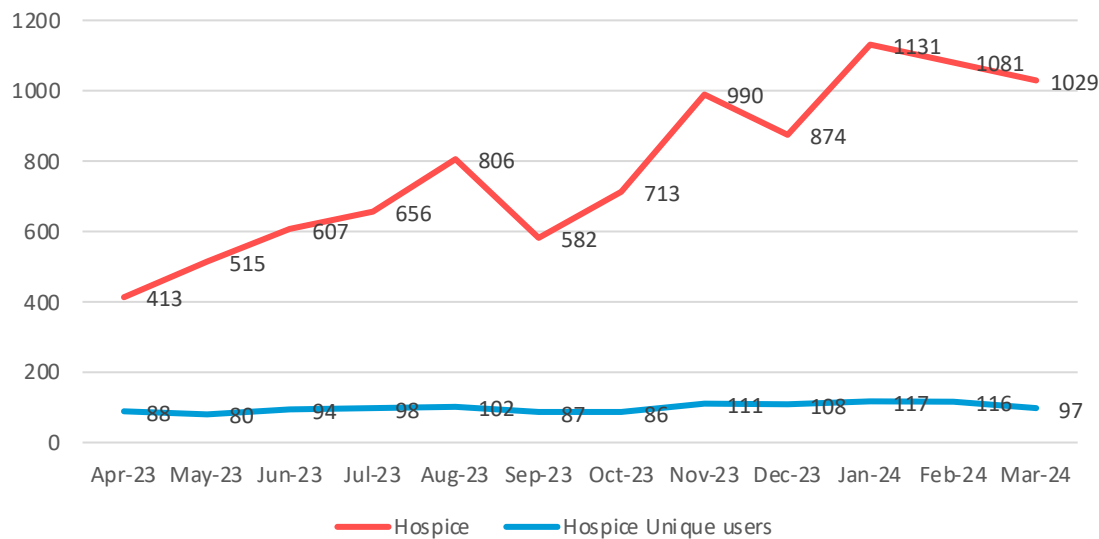


Hospice

HWE ShCR Monthly Views Overview for Hospices

Hospice	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Hospice	413	515	607	656	806	582	713	990	874	1131	1081	1029
Hospice Unique users	88	80	94	98	102	87	86	111	108	117	116	97
Average views per user	5	6	6	7	8	7	8	9	8	10	9	11

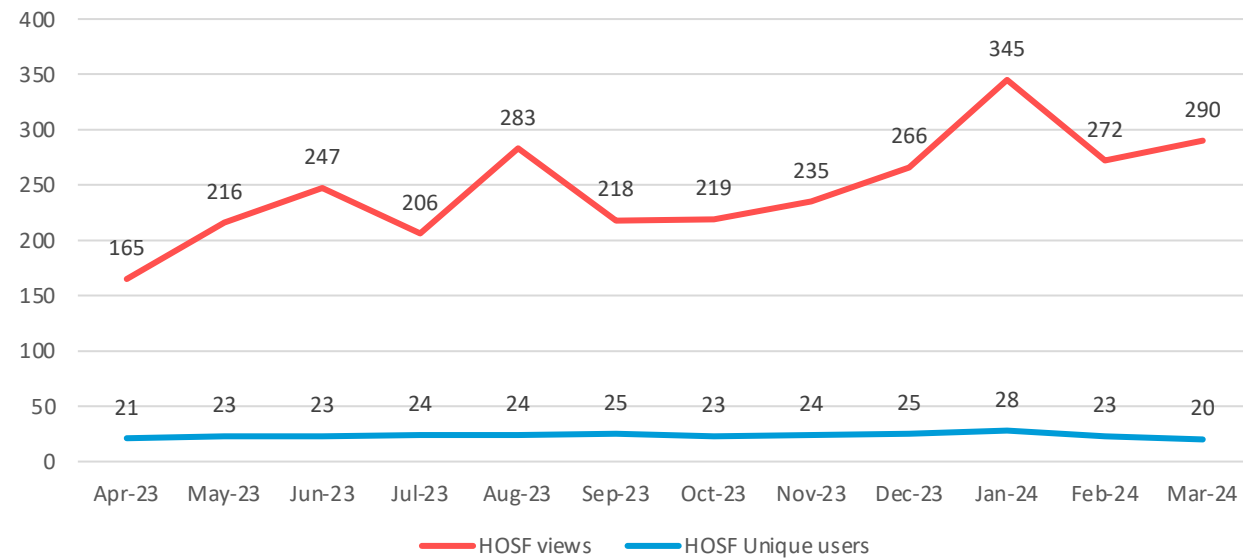
Total Monthly Views of HIE for Hospice's



HWE ShCR Monthly Views Overview for Hospice of St Francis (HOSF)

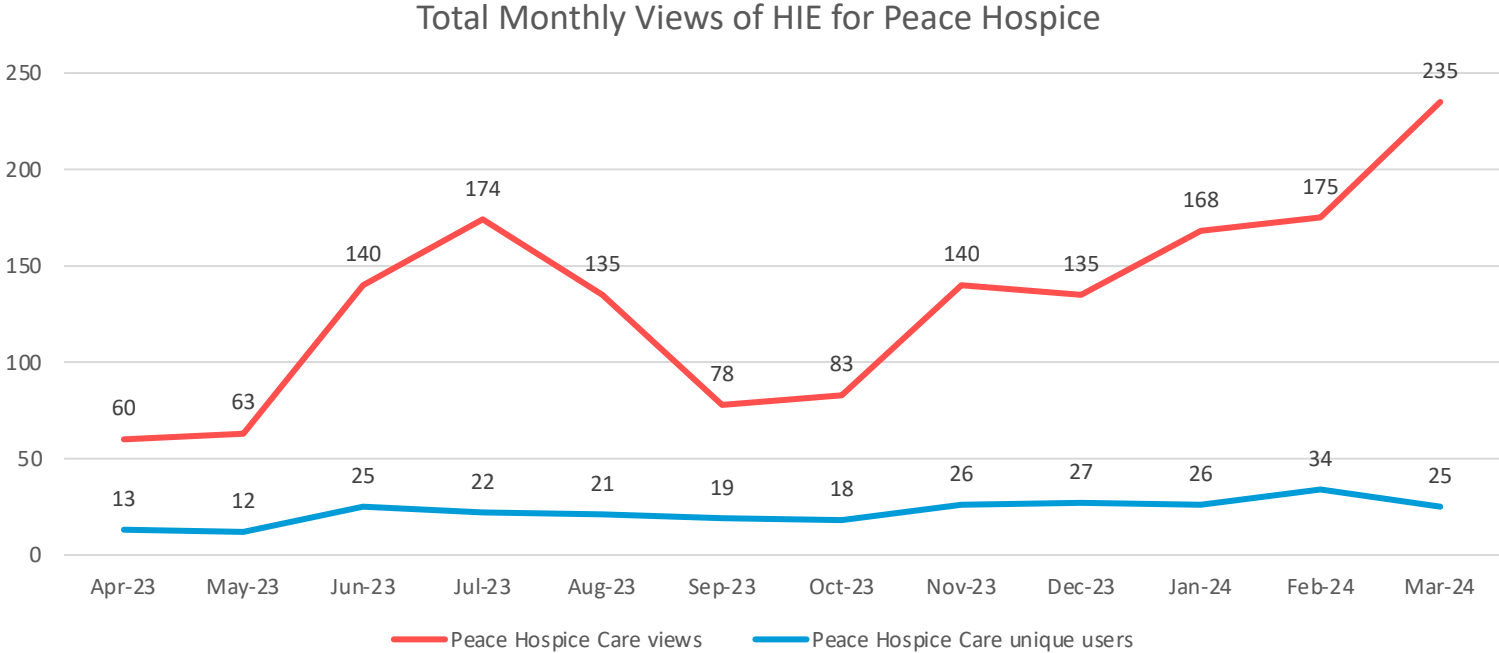
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
HOSF views	165	216	247	206	283	218	219	235	266	345	272	290
HOSF Unique users	21	23	23	24	24	25	23	24	25	28	23	20
Average views per user	8	9	11	9	12	9	10	10	11	12	12	15

Total Monthly Views of HIE for HOSF



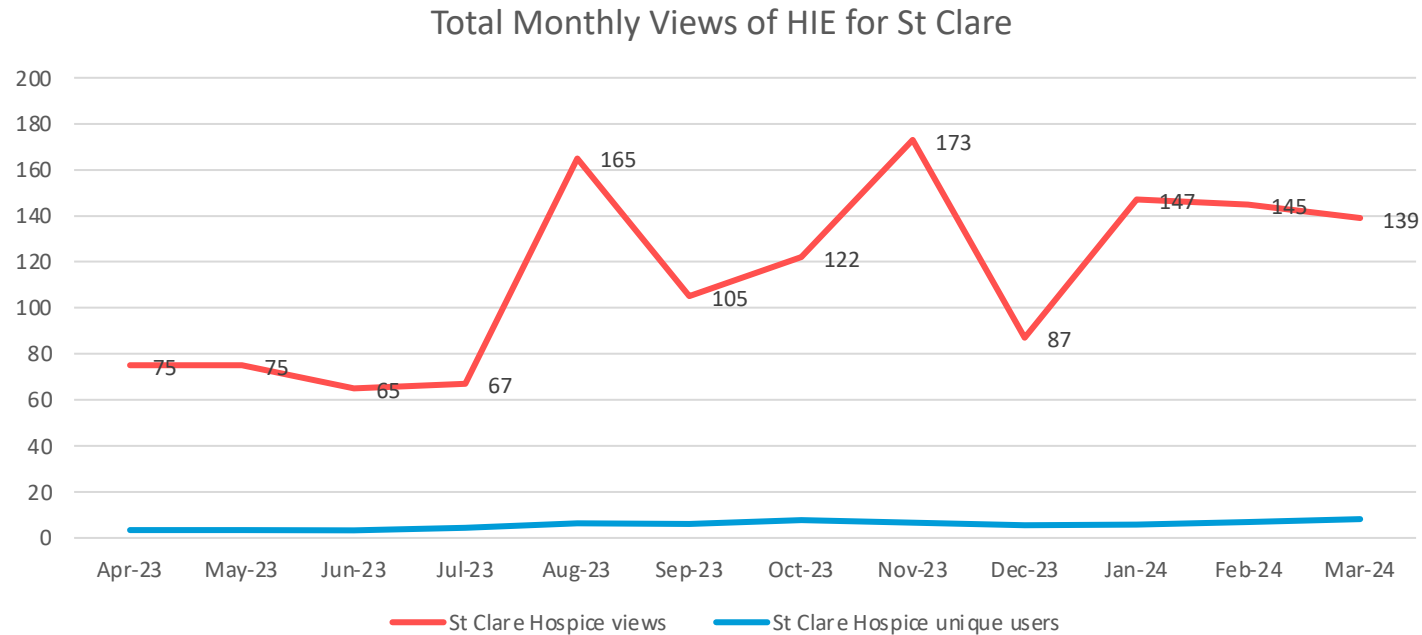
HWE ShCR Monthly Views Overview for Peace Hospice Care

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Peace Hospice Care views	60	63	140	174	135	78	83	140	135	168	175	235
Peace Hospice Care Unique users	13	12	25	22	21	19	18	26	27	26	34	25
Average views per user	5	5	6	8	6	4	5	5	5	6	5	9



HWE ShCR Monthly Views Overview for St Clare Hospice and Carers

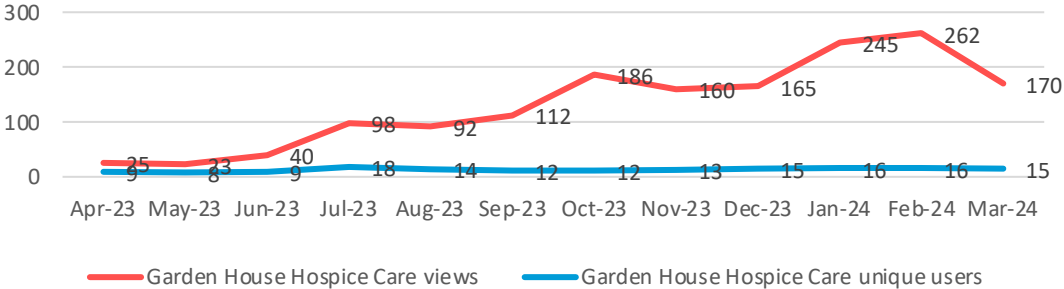
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
St Clare Care views	75	75	65	67	165	105	122	173	87	147	145	139
St Clare Care Unique users	22	22	19	15	26	17	16	26	16	25	21	17
Average views per user	3	3	3	4	6	6	8	7	5	6	7	8



HWE ShCR Monthly Views Overview for Garden House Hospice

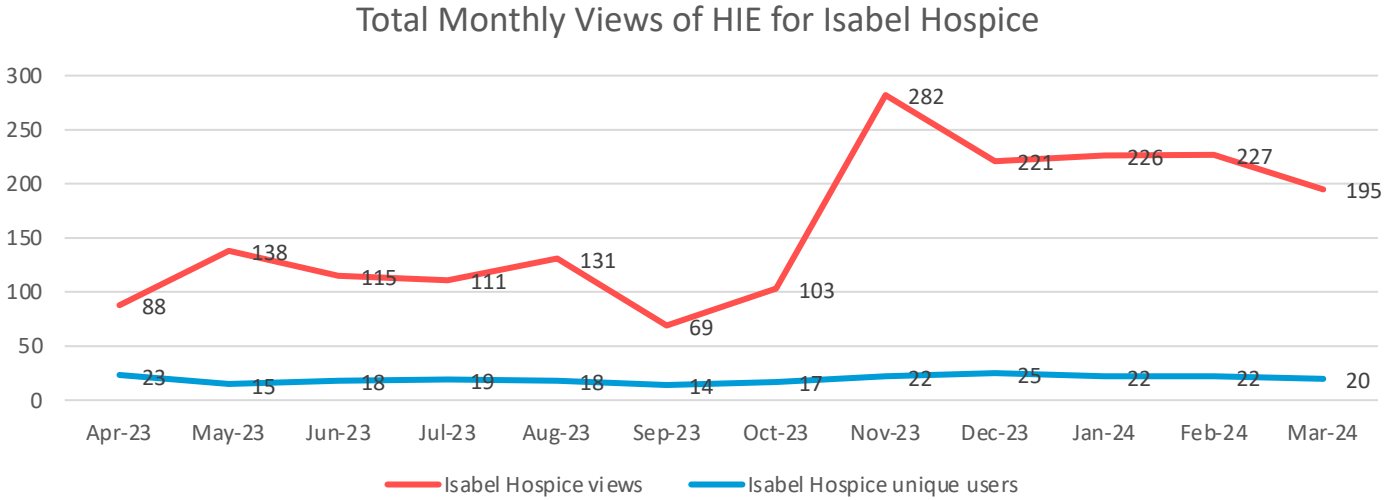
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Garden House Hospice Care views	25	23	40	98	92	112	186	160	165	245	262	170
Garden House Hospice Unique users	9	8	9	18	14	12	12	13	15	16	16	15
Average views per user	3	3	4	5	7	9	16	12	11	15	16	11

Total Monthly Views of HIE for Garden House Hospice



HWE ShCR Monthly Views Overview for Isabel Hospice

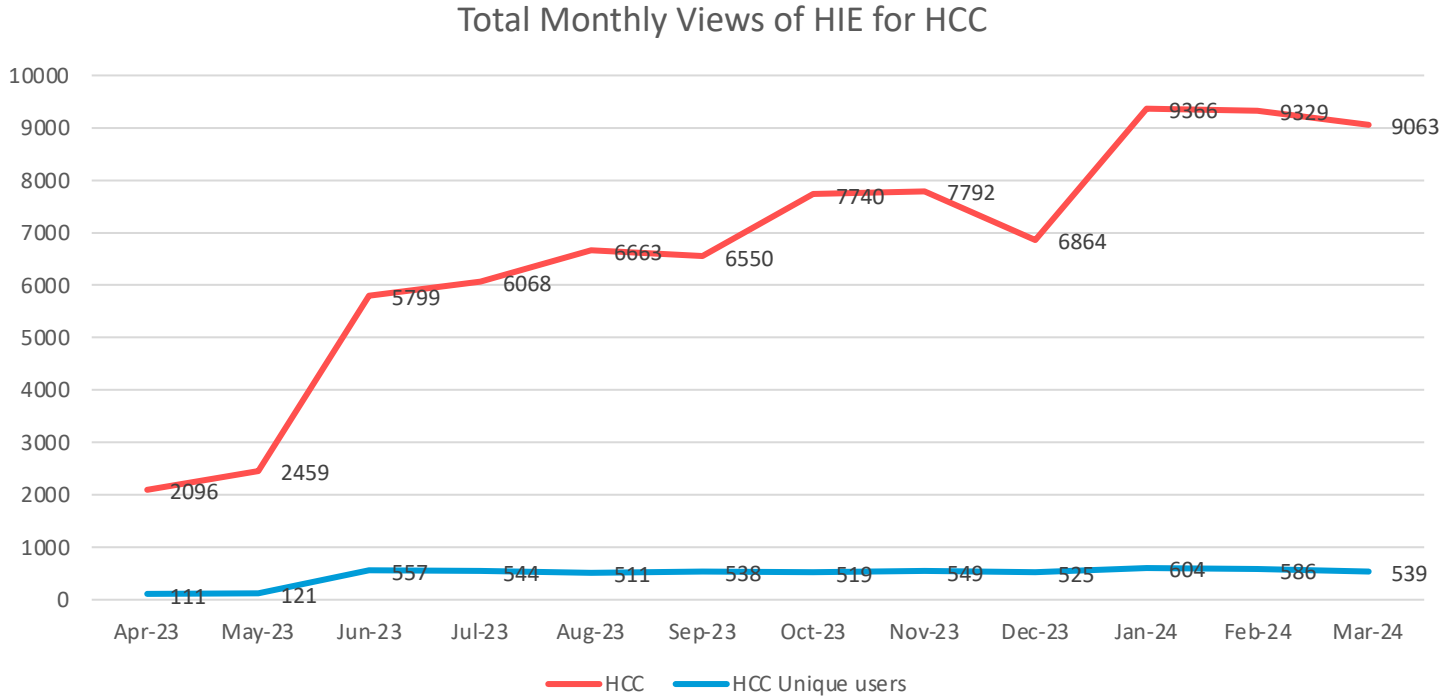
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Isabel Hospice views	88	138	115	111	131	69	103	282	221	226	227	195
Isabel Hospice Unique users	23	15	18	19	18	14	17	22	25	22	22	20
Average views per user	4	9	6	6	7	5	6	13	9	10	10	10



Hertfordshire County Council

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

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
HCC views	2482	2096	2459	5799	6663	6550	7740	7792	6864	9366	9329	9063
HCC Unique users	124	111	121	557	511	538	519	549	525	604	586	539
Average views per user	20	19	20	10	13	12	15	14	13	16	16	17



Hertfordshire and West Essex Integrated Care System

