

Level 1: Joining-up information for direct care FAQs

October 2020

The following frequently asked questions (FAQs) relate to the OneLondon LHCRE programme's Level 1 workstream: joining-up information pan-London for direct care purposes. For more information contact OneLondon communications lead: rebekah.tailor@uclpartners.com

1. What is OneLondon?

OneLondon is an NHS England Local Health and Care Record Exemplar. Local Health and Care Record Exemplars - or LHCRE - are a series of transformation programmes across England helping to improve how health and care services are delivered and experienced. In part, this is about making health and care information more consistent, more joined-up and more available to the clinicians, patients and families who need it.

Through the OneLondon LHCRE programme health and care systems across the Capital are working together with Londoners to transform our health and care services by joining up information to support fast, effective, safe care. This involves London's five Sustainability and Transformation Partnerships (STPs) / Integrated Care Systems (ICSs) working together to invest in the design, development and implementation of linked Local Health and Care Records for London.

OneLondon is led by the STPs/ICSs in collaboration with London's three [Academic Health Science Networks \(AHSNs\)](#) and the [Greater London Authority \(GLA\)](#).

2. What is OneLondon's Level 1 workstream?

In line with national LHCRE delivery milestones, the OneLondon LHCRE is focussed on three key deliverables:

- **Level 1: Joining-up information for direct care**
Giving health and care professionals across London a view-only mechanism to see a joined-up picture of a persons' health and care information, available at the point of care
- **Level 2: London Data Services Layer**
Using de-identified information to support planning, improvement and research
- **Level 3: Personal health records**
Giving patients access to their health and care records

OneLondon's Level 1 workstream is focussed on joining-up health and care information pan-London for the purposes of direct care. The output of this work is a shared health and care record ('London Care Record') that provides a single, aggregated record of patient information from over time and across organisations. This is enabled by a network of health information exchanges (HIEs) which join up data safely and securely.

3. How is the OneLondon LHCRE programme funded?

OneLondon is a wave one LHCRE programme funded by NHS England matched with local contributions. Each of the country's first wave one LHCREs was awarded a total of £7.5m in May 2018.

4. Why do we need linked health and care records?

Putting the right information in the hands of doctors, nurses, and other health and care professionals at the right time can save lives and improve care. Having access to information which is held by other health and care organisations means that you can better understand the needs of your patient/service user, and make the best decisions for their care.

As well as delivering personalised care for individuals, information can be used to help deliver the best possible health and wellbeing outcomes for our communities, and to support people to live independently at home and in their communities.

Linked health and care records - or Local Health and Care Records (LHCR) - support this vision of joined-up care. Joined-up care can ensure personalised services for individuals, support better integration of care, reduce risk of errors, and aid better planning of health and care services to ensure peoples' needs are met.

As set out within the NHS Long Term Plan, Local Health and Care Records will be a requirement across England's Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs) by 2023.

5. How does the OneLondon LHCRE align with local data sharing initiatives?

The OneLondon LHCRE programme is effectively bringing together and building on existing local data sharing initiatives in the STPs. These local initiatives are better known as:

- Connecting Your Care (South West London STP)
- Care Information Exchange (North West London STP)
- Health Information Exchange (North Central London STP)
- East London Patient Record (eLPR) (North East London STP)
- Connect Care (South East London STP)

Where these initiatives are sharing information at a local level, OneLondon is supporting pan-London join-up of this data to support fast, safe, effective care. This means that local care teams can see relevant information about a person that is held by organisations in any of the other STP areas. So if someone from Clapham (South East London) turned up at the A&E in Chelsea (North West London), care teams can access the information they need to treat that person quickly and safely. This could include any allergies, current medications, and existing long-term conditions.

This pan-London shared care record - or 'London Care Record' can be accessed by health and care professionals across London in their native electronic health record system.

6. What is the London Care Record?

The London Care Record is a shared health and care record that provides a single, aggregated record of patient information from over time and across organisations and geographies within London. The London Care Record is enabled by a network of health information exchanges (HIEs) which join up data safely and securely.

As of October 2020 acute and primary care services across four of London's five STP/ICS geographies are connected to the London Care Record, in addition to some mental health, community care, NHS 111 and social care services. This includes North East London, South East London, South West London, and North Central London. The North West London connection to the London Care Record is anticipated before the end of the year.

7. How have Londoners been involved in the design and development of the London Care Record?

Building public trust and confidence in how the system is joining-up and using health and care data is key to the design and development of the London Care Record. As part of an 18-month public engagement programme, the OneLondon LHCRE has worked closely with Londoners to understand their expectations as to how we should be using data for multiple purposes, including the use of identifiable health and care information for individual care. This multi-stage process has included:

- **Insights and stakeholder engagement:** Robust evidence that the public expects their data to be used by health professionals for individual care purposes provided an initial mandate to accelerate implementation of health information exchange (HIE) technology to join-up information
- **Dialogue:** This second phase addressed some of the gaps in current knowledge about public expectations of data use. It involved engaging with marginalised and vulnerable communities to understand their views, and dialogue with the wider public around data use for secondary purposes, i.e. proactive care, planning, improvement and research. Workshops were also held with health and care professionals across London to understand the technical, ethical and societal challenges around data use
- **Deliberation (OneLondon Citizens' Summit):** In February and March 2020 OneLondon hosted a Citizens' Summit on uses of health and care data. Over two weekends 100 Londoners (reflective of the population) came together to debate, deliberate and form recommendations as to how people's health and care data should be used and joined-up. Londoners' detailed recommendations and conditions are now being used to shape policy for the region, ensuring that we, as a health and care system, are operating in line with public expectations, thereby continuing to build trust and confidence.

The OneLondon Citizens' Summit demonstrated overwhelming support from the public for joining up health and care data. 97% of participants expected all health and care organisations in London to join-up identifiable information to support the provision of care to individuals. For more information about OneLondon's public engagement programme, including the Citizens' Summit, visit www.onelondon.online

8. How is the London Care Record different from existing local care records?

Existing local care records, such as the East London Patient Record in North East London or Connecting Your Care in South West London, share information at a local level with health and care organisations in their STP geography. The London Care Record builds on these

existing local initiatives to provide a single, aggregated record of patient information from over time and across organisations pan-London.

This means that local care teams can see relevant information about a person that is held by organisations in any of the other STP areas. So if someone from Clapham (South East London) turned up at the A&E in Chelsea (North West London), care teams can access the information they need to treat that person quickly and safely. This could include any allergies, current medications, and existing long-term conditions.

9. What information is available via the London Care Record?

Work is continuing through the OneLondon programme to further develop the London Care Record so that it will provide health and care professionals with the information they need to improve care and service quality for their patients/service users.

The London Care Record provides a joined-up view of data from multiple settings, including primary care, acute services, mental health, community care and social care. This includes diagnosis, medications, investigations, risks/warnings, examinations, procedures, allergies, appointments, clinical correspondence, discharge summaries, lab results, pathology, and radiology reports.

Where connections are still being made, the level of current or historical information about a person's health and care varies across each STP geography.

10. Why should health and care professionals use the London Care Record?

The London Care Record provides a joined-up view of data from multiple settings pan-London, including primary care, acute services, mental health, community care and social care. (Where connections are still being made, the level of current or historical information about a person's health and care varies across each STP geography). Having access to information which is held by other health and care organisations means that professionals can better understand the needs of their patient/service user and make the best decisions for their care.

Time and money-saving benefits include reduced inefficiencies, such as unnecessary or duplicate investigations and referrals, or repeat blood test and imaging orders. Additional benefits, as described by health and care professionals using the London Care Record include:

- Stream-lining transfer of care between departments and settings
- Avoiding repeat A&E attendances
- Avoiding pharmacological and polypharmacy incidents
- Reducing non-elective admissions to hospitals
- Reducing 'Do Not Attends'
- Fast-tracking two-week wait referrals for suspected cancer patients
- Safeguarding vulnerable patients/service users

Case studies and stories from health and care professionals highlighting the impact of the London Care Record on their day-to-day working, are available at www.onelondon.online

Health and care professionals can access the London Care Record from within their native system, so no login credentials are required and there is no additional search needed. You

will also be able to rearrange how you see the information so that you can navigate the record quickly and efficiently.

11. How do I access the London Care Record?

The London Care Record is available for health and care professionals to access through their native electronic health record system. No login credentials are required and there is no additional search needed.

As of October 2020 acute and primary care services across four of London's five STP/ICS geographies are connected to the London Care Record, in addition to some mental health, community care, NHS 111 and social care services. This includes North East London, South East London, South West London, and North Central London. The North West London connection to the London Care Record is anticipated before the end of the year.

12. Who can access the London Care Record?

Currently, all health and care professionals with locally agreed access via their local Information Governance (IG) arrangements can access the London Care Record.

Ongoing work via London's Information Governance Steering Group (comprising IG Leads from the five STPs/ICSs) is looking at how Londoners' recommendation in relation to access of health and care data can be consistently implemented pan-London. As highlighted in the [OneLondon Citizens' Summit](#), Londoners expect health and care data to be accessed and used by those who need information to perform their role, with specific conditions around the level of data accessed, appropriate safeguards and accountability. Equally, the law enables health and care professionals to share patient information to support their direct care (Health and Social Care Act 2012, Health and Social Care (Safety and Quality) Act 2015). Health and care professionals should therefore be reassured that appropriate permissions are in place for them to access and use the London Care Record.

13. How is the London Care Record supporting the region's response to and recovery from the Covid-19 pandemic?

Having access to joined-up, up-to-date health and care information is essential in supporting London's response to and recovery from the Covid-19 pandemic. It means that we can deliver fast, safe, effective care to individuals, best support health and social care services, and protect public health.

Health and care professionals have reported that having access to the London Care Record is enabling them to support Covid-19 recovery. For example, having access to Covid-19 test results via pathology information in the London Care Record is enabling GPs to best support individual care; and as part of the need to recover maximum elective activity, GPs can check the London Care Record for upcoming hospital appointments and remind patients to attend.

