

BRIEFING

OneLondon Level 1: joining-up information for direct care

October 2020

1. INTRODUCTION

This briefing provides an update on the OneLondon LHCRE programme's Level 1 workstream, which 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 and geographies in London. This is enabled by a network of health information exchanges (HIEs) which join up data safely and securely.

This briefing includes an outline of progress to date and plans to communicate with and engage frontline health and care professionals to encourage use of the London Care Record.

OneLondon Board representatives are asked to take this paper through their wider STP/ICS governance and to consider how they can best support communications and engagement with frontline health and care professionals to encourage use of the London Care Record. This should include, but is not limited to: STP/ICS executive groups, clinical advisory/professional leadership groups, primary/secondary care leadership groups.

2. BACKGROUND AND CONTEXT

London was awarded Local Health and Care Record Exemplar (LHCRE) status in 2018. The programme - led by the region's five STPs/ICSs - seeks to enable data sharing across health and care organisations in London to improve health outcomes for Londoners. Our shared aim is to ensure that relevant information is available at the point of care for direct care purposes, as well as to support more anticipatory care and population health management. For this to happen our populations need us to be able to generate and use more consistent, better organised and more up-to-date information.

Local data sharing initiatives in each of London's STPs/ICSs are enabling information to be joined-up safely and securely to support fast, safe, effective care. These existing 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)

With these five health and care partnerships working together to join up information across London, this means that local care teams can see relevant health and care 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.

The OneLondon shared care record - or 'London Care Record' - is already demonstrating wide-ranging benefits for patients/service users and health and care professionals. It is **useful, usable, and used**.

The work of the OneLondon LHCRE is underpinned by an extensive programme of public engagement to understand and respond to Londoners' expectations of the use of health and care data. The outputs of this engagement are helping to shape regional policy to ensure we operate in line with these expectations, thereby building public trust and confidence. This has included a [large-scale deliberation](#) with 100 participants reflective of London's diverse population. The majority of participants (97%) expected all health and care organisations in London to join up identifiable information to support the provision of care to individuals. **This mandate from Londoners gives the system and health and care professionals the reassurance and confidence to accelerate information sharing pan-London for the purposes of direct care.**

3. LONDON CARE RECORD: USEFUL, USEABLE, USED

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.

This pan-London join-up of health and care information for the purposes of direct care marks a significant milestone, both in the delivery of the OneLondon LHCRE programme, and for system-wide transformation in London. Having access to this joined-up information means that health and care professionals can better understand the needs of their patients/service users, 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, 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

In short, the London Care Record is:

- **Useful**
"If we see that a patient has already had an echocardiogram or undertaken 24-hour tape ECG monitoring, there is no need to repeat this. This simple reduction in duplication saves time for the multi-disciplinary team and there are cost-saving benefits for the Trust. Most importantly, it ensures efficient, safer care for the patient." Dr Liz Heitz, Consultant Community Geriatrician, CCIO, Croydon Health Services NHS Trust

- Useable**
"We've now adopted a new 'safety net' procedure whereby we run a weekly search on our system to see how many referrals have been done. A member of our admin team then uses the shared care record to see if the patient has been given a hospital appointment." Dr Osman Bhatti, GP and CCIO NEL STP
- Used**
 +445K accesses in September 2020

Figure I. Number of accesses per service type

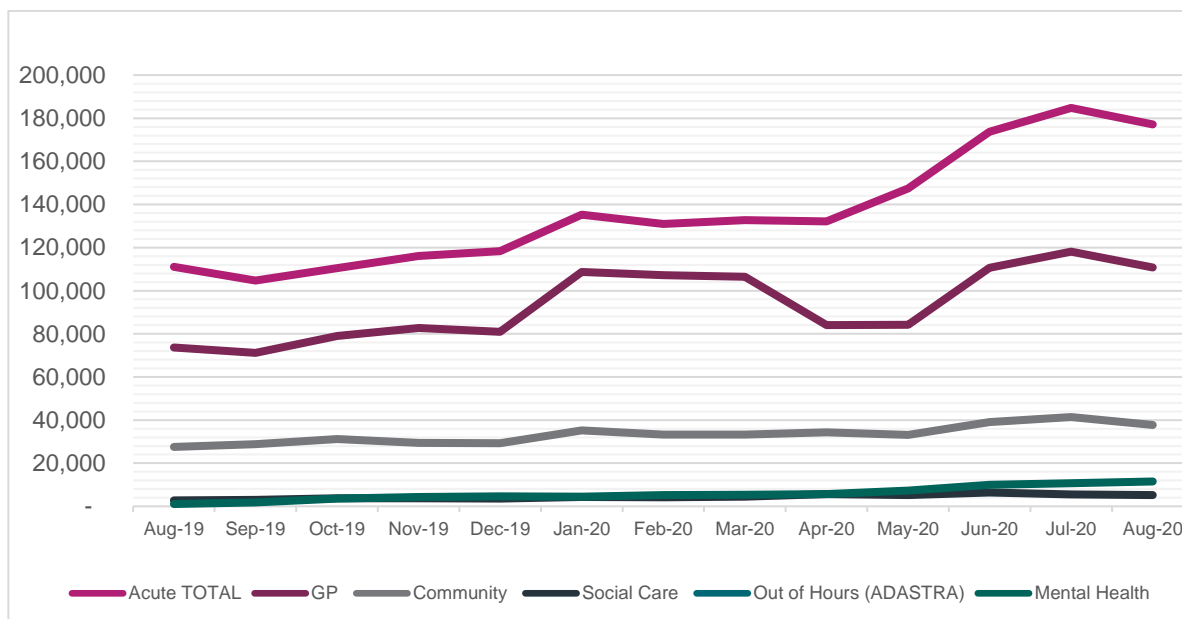
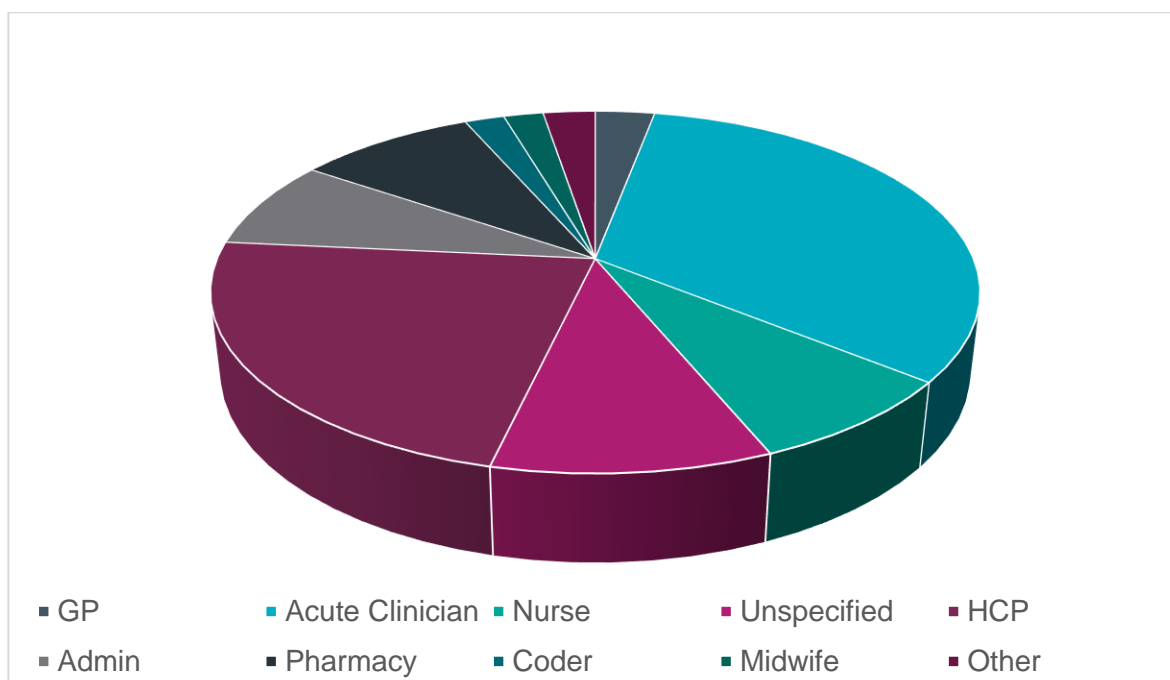


Figure II. User profiles



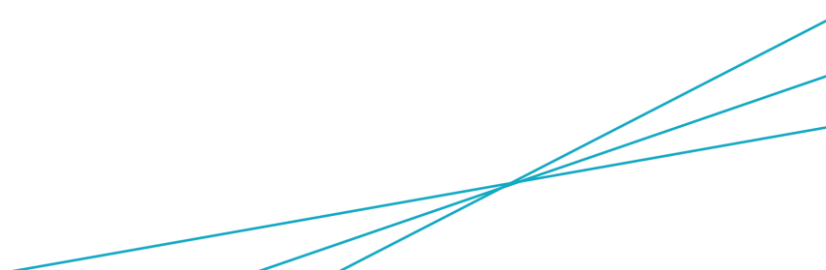
4. SUPPORTING FRONTLINE HEALTH AND CARE PROFESSIONALS

With the support of STPs/ICSs, OneLondon has developed communications assets targeting frontline health and care professionals with access to the London Care Record. These communications aim to encourage professionals working across multiple settings to use the London Care Record to access up-to-date, joined-up information about their patients/service users to support their direct care. **The London Care Record is available for professionals to access through their native electronic health record system.** No login credentials are required and there is no additional search needed.

The following communications assets are available for STPs/ICSs to share with local health and care organisations:

- [Guidance for health and care professionals*](#)
- [Infographic](#)
- [Frequently asked questions \(FAQs\)](#)
- [Case studies](#)
- [News story](#)
- Social media posts

**Top-level guidance has been developed centrally by the OneLondon LHCRE programme, with input from Chief Clinical Information Officers (CCIOs) from London's five STPs/ICSs and the London Ambulance Service. Plans are in place to develop tailored guidance for STP/ICS sub-regions to give local health and care organisations a step-by-step guide of how to access the London Care Record from their native electronic record system.*



APPENDICES

Appendix I.

Connected acute services as of October 2020

STP/ICS geography	Health Information Exchange (HIE)	Connected acute services
North East London	Barts Health NHS Trust	Royal London Hospital Barts Hospital Newham Hospital Whipps Cross Hospital The Nightingale
	Homerton University Hospital NHS FT	Homerton University Hospital
	Barking, Havering and Redbridge University Hospitals NHS Trust	King George Hospital Queen's Hospital Barking Hospital
South East London	Lewisham and Greenwich NHS Trust	Lewisham Hospital Queen Elizabeth Hospital
South West London	Kingston Hospital NHS FT	Kingston Hospital
	St George's University Hospitals NHS FT	St George's Hospital St Mary's Hospital
	Croydon Health Services NHS Trust	Croydon Hospital
North Central London	North Central London	Royal Free University College London Hospital
		North Middlesex University Hospital The Whittington Hospital (via in-context links)

Connectivity planned by December 2020

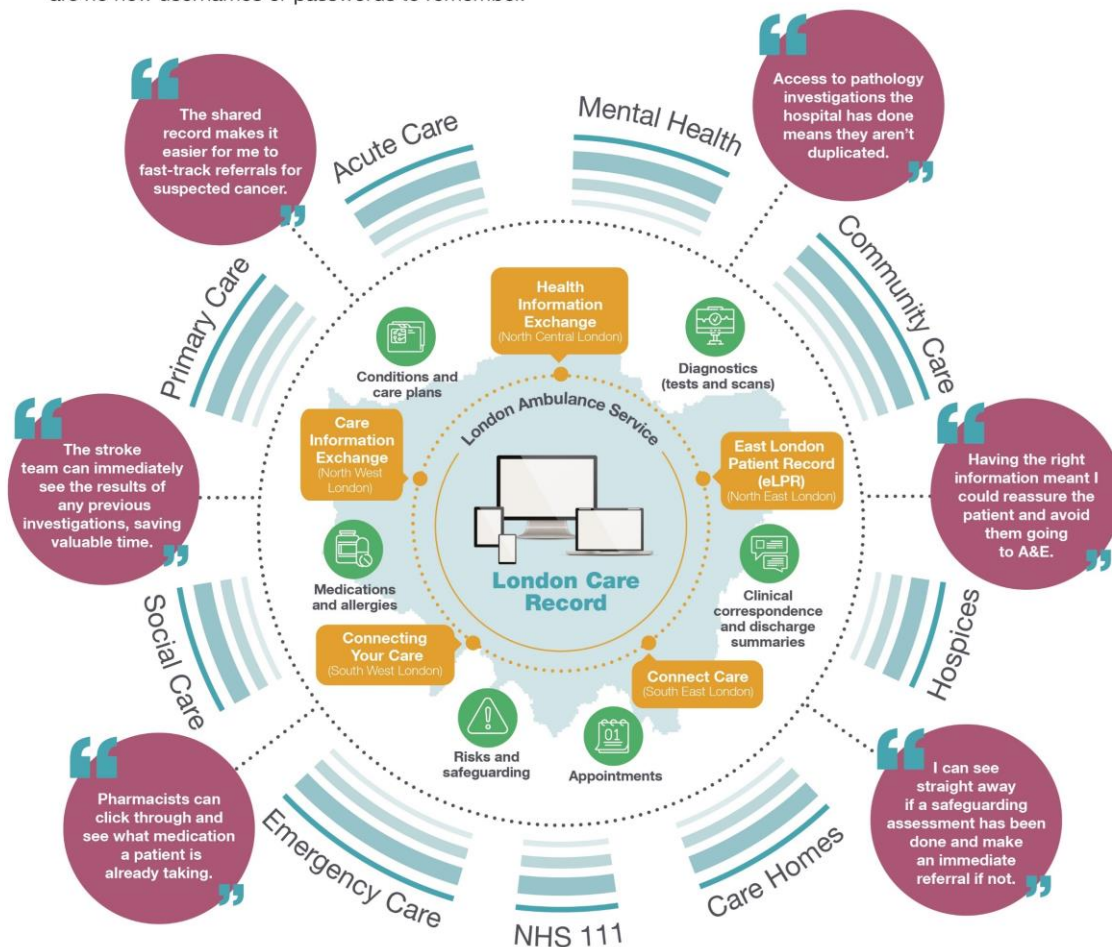
North West London	Imperial College Healthcare NHS FT	Charing Cross Hospital Hammersmith Hospital Queen Charlotte's and Chelsea Hospital St Mary's Hospital Western Eye Hospital
		Chelsea and Westminster Hospital West Middlesex Hospital

Appendix II.

Infographic (URL link: <https://bit.ly/2IYYoXA>)

London Care Record

The London Care Record brings together an individual's information from health and care services across London. It's available as a click-through from your local electronic care record system, so there are no new usernames or passwords to remember.



one shared care record

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