

# London Care Record

## Guidance for health and care professionals

October 2020

This top-level guidance is for health and care professionals accessing the London Care Record - the shared care record developed by the OneLondon LHCRE programme that builds on local data sharing initiatives to support fast, safe, effective care across London.

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

This 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.**

This top-level guidance can be used alongside local step-by-step guides to encourage health and care professionals to use the London Care Record.

For dissemination by STP/ICS communications leads to the following target audiences:

- Frontline staff with access to the London Care Record via London's network of HIEs
- This includes, but is not limited to: GPs, GP practice nurses, junior doctors, consultants, nurses, allied health professionals, pharmacists, social workers

### London Care Record: Guidance for use

- The London Care Record enables you to view data about your patient/service user which is held in other health and care organisations in London so you can see all available information that is held on them
- Access to this information will help you to make expedient, more informed decisions around a person's health and care
- The London Care record is the result of a London-wide collaboration across all five sub-regional health and care partnerships, building on local information sharing initiatives. This collaborative is driven by the OneLondon Local Health and Care Record Exemplar (LHCRE) programme
- Over 23,000\* health and care professionals in London are already using the London Care Record and are reporting positive impacts on workload and workflow

## Why should I use the London Care Record?

- It provides a joined-up view of data from multiple settings, including primary care, acute services, mental health, community care and social care (please note, where connections are still being made, the level of current or historical information about a person's health and care varies across each STP/ICS geography)
- Time and money-saving benefits include reduced inefficiencies, such as unnecessary or duplicate investigations and referrals, or repeat blood test and imaging orders
- You will be able to access the London Care Record from within your 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

## What else do I need to know?

- The London Care Record is not intended to replace a person's health or care record(s), nor is it guaranteed to encompass all current or historical information
- It is important to bear in mind that the data is not manipulated: its validity is determined by the accuracy/quality of original documentation
- Certain information may not be included, in line with exclusions as per national guidelines on sensitive data
- The London Care Record does not currently include full mental health records, local authority detail or ICU information
- Work continues through the OneLondon programme to develop the London Care Record so that it provides health and care professionals with the information they need to improve care and service quality for their patients/service users
- Access to shared information via the London Care Record does not negate professional/clinical responsibilities with respect to patient/service user care

*\*Based on average unique users (January - July 2020)*

