

OneLondon Highlights Report 2023

Our year working together

Together as the OneLondon Partnership we have made significant progress during 2023 joining up information to improve health and care for the benefit of communities across the Capital and beyond.

Through new connections and other developments, like the mobile app for ambulance teams, we have made the London Care Record a 'must have' tool for our frontline staff who have now used it more than 40 million times.

The Universal Care Plan is going from strength to strength with its integration with NHS App and plans to extend the platform to other care pathways.

We are making really good progress developing our plans to join up health and care data across the Capital to best meet the direct care, planning and research needs of the communities we serve.

And we continue to put Londoners centre-stage of our work with the OneLondon Citizens' Advisory Group.

Thanks so much to all our partners for helping make this happen. I am delighted that we showcase some of this work, and the incredible people involved, here.

I look forward to 2024 where we have plans to go even further and faster! It is set to be another exciting and productive year.

Luke Readman, Director of Digital Transformation NHS England (London)



Over **40 million** views of the **London Care Record**

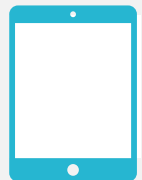
The first **Mental Health Trust** shares information across the Capital



Over **60,000**

Universal Care Plan views by Urgent Care Services

New mobile app version of **London Care Record** for Ambulance Teams



London Care Record has delivered up to **£44.4m** in time-savings





Supporting care home staff provide effective care

Earlier this year we completed a [pilot programme](#) connecting the first care homes in the Capital to the London Care Record. This hugely successful pilot demonstrated how it helped support staff provide their residents with even more effective care so access is now being rolled out to more of the Capital's care homes.

Improving access to patient information for frontline staff in South West London

In March South West London Integrated Care System brought together the secure data systems that enable accurate sharing of patient information across healthcare providers. It means their frontline staff have [more reliable access](#) to the London Care Record helping to improve both the quality of care and the patients' experiences of care.



London Care Record showcased on the national stage

The London Care Record was showcased at the first ever [National Shared Care Record Summit](#) that took place in Leeds in March. The event was attended by over 200 representatives from Shared Care Record projects across the country as well as suppliers and other health and care partners.

“The wide range of information that can be seen in the **London Care Record** is just **fantastic**, especially for those working in urgent care. And it is all available at a click of a link 24/7.”

ED Consultant

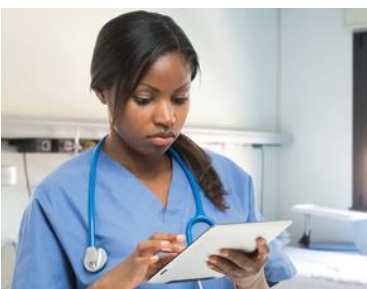


Ambulance patient handover summaries available in London Care Record

From the Spring the London Care Record included information about the treatment provided to a patient by [ambulance crews](#) at home or when they were not taken to hospital, helping to support the continuity of care a person receives. Near real-time information about patients taken to hospital or other emergency care units was already available and is helping to support the handover process.

Celebrating five years of partnership working

May marked [OneLondon's 5th Anniversary](#) and we looked back at what we have achieved together as a partnership and also looked ahead to the future. Throughout the month we heard from a range of partners and a key theme was how we are stronger together as OneLondon and the importance of thinking about the needs of communities across London.



Improving joined up care for people with heart conditions

From the summer we began securely sharing information about cardiac patients remotely monitored through [Ortus-iHealth technology](#) in the London Care Record. This is helping to improve joined up care for people with heart conditions by helping to ensure that other frontline staff who are treating them have the information they need when they need it.

Ensuring Londoners remain centre-stage of our work

Building on OneLondon's strong track record of involving Londoners in our work this summer saw our [Citizens' Advisory Group](#) meet in a number of workshops to discuss using health and care data to support planning and research. These one hundred Londoners, representative of the Capital's diverse population, developed a set of recommendations that will help inform the work of the OneLondon Health Data Strategy moving forward.



“The [London Care Record](#) has already **saved countless hours** of medical and administration time and contributed greatly to **improved patient care.**”

GP



Supporting better care for people with mental health conditions

From September [South London and Maudsley NHS Foundation Trust](#) became the Capital’s first Mental Health Trust to securely share its service users’ care information through the London Care Record with other frontline health and care professionals in the Capital who are delivering care to them. This marked an important step for better care for people with mental health conditions.

New app gives ambulance crews instant access to patient records

Thanks to a [new mobile app](#) version of the London Care Record from the summer the Capital’s Ambulance Service teams could view important information about the people they are treating while responding to calls. Feedback from clinicians was really positive about the difference it made helping them determine the best course of treatment for their patient.



1st anniversary

Universal Care Plan’s successful first year

This summer also marked the [first anniversary](#) of the launch of the Universal Care Plan. In its first year there were more than 24,000 new personalised care plans created, and health professionals viewed care plans over 300,000 times. This is helping to ensure that more patients receive the care and outcomes they desire when they reach the end of their life.

“[London’s UCP](#) allows people, and their families, to feel assured that **a person’s wishes will always be considered** if they are in an emergency or unable to communicate.”

Paramedic

October - December

London Care Record

has delivered up to

£44.4m

in time-savings



London Care Record has delivered multi million pounds worth of time-savings

In November we published an [independent report](#) by Queen's University Belfast that showed the London Care Record has saved health and care professionals' time up to a value of £44.4 million, helping them provide safe and effective care more quickly. This important study shows that the London Care Record is an essential and 'must have' tool for our frontline staff that genuinely supports more effective, safer and quicker care.

Breaking records in South East London

In October [South East London](#) became the first part of the Capital to see over half a million monthly views of the London Care Record by its frontline health and care staff.

Universal Care Plan integrated with NHS App

A Universal Care Plan pilot programme in 20 GP surgeries launched in November enabling the first Londoners to see their personalised care plans in the NHS App. In the same month the UCP Team were finalists in the HSJ Awards 'Driving Efficiency Through Technology' category.

Joining up data to meet the needs of all our communities

Through the OneLondon Health Data Strategy we are developing a world leading resource for health and care improvement. This autumn partners agreed on a preferred way to do this that best meets the direct care, planning and research needs of all our communities.

Over
40 million
views of the
London Care Record

London Care Record exceeds 40 million views

Used around 15 million times this year alone we estimate that we have reached over 40 million views of the London Care Record since it was launched in 2020. This is a major milestone and testament to the hard work of so many people across the OneLondon partnership. **But most importantly this is benefitting the care Londoners receive, representing over 40 million moments of care supported by health and care professionals having the information they need when they need it.**

Our plans for 2024

We have ambitious plans for 2024 including:

- Continuing to enhance the richness of the **London Care Record** through more connections, including care homes and other areas neighbouring London.
- Expanding the use of the **Universal Care Plan** to other areas of care including supporting patients with dementia and sickle cell disease, and enabling all patients to access their care plans through the NHS App.
- Delivering a **world leading resource** for health and care improvement that best meets the direct care, planning and research needs of Londoners.

We look forward to working with our partners to deliver all of this, and so much more, for the benefit of the communities we serve.



Celebrating Team OneLondon

The OneLondon partnership relies on the skills and experience of so many different people. During the year we shone a spotlight on the amazing work of some of them including:

- [Deirdre Baker](#) from Central London Community Healthcare NHS Trust who is working on a project to promote the use of the London Care Record to frontline staff.
- [Tomas Ince](#) from the Universal Care Plan Team whose role includes ensuring the platform meets the needs of frontline staff and integrating it with the NHS app.
- [David Cunliffe](#) from North East London ICS who is leading work to build a data service for London that will help improve health and care in the Capital.
- [Dr Claire Charley](#) who is a Consultant in Emergency Medicine at Homerton University Hospital and a great ambassador for the London Care Record.

We look forward to showcasing more of Team OneLondon during 2024.



Thank you to all our partners