



Supporting faster, safer and more effective care across the Capital and beyond



What is the London Care Record?

The **London Care Record** is an up to date record of important information from a person's health and care records that you can see in real time at the point of care. This gives you the joined up information you need to take informed decisions and provide the best possible care.

What information does it include?

The **London Care Record** provides a summary of a person's GP record including their diagnoses or problems, test results, current medications and allergies. It also includes their upcoming appointments, hospital discharge summaries, other clinical correspondence, plans for their care and the different teams involved in their care. It brings together up to date information from:

- London's GP surgeries, most acute hospitals and the London Ambulance Service
- some local authorities, community health and care services, out of hours and other NHS 111 and mental health services
- some areas neighbouring London

What difference does it make?

Each month the **London Care Record** is used by around 100,000 frontline health and care staff helping them provide faster, safer and more effective care while also saving them valuable time. **Click on the services below** to find out more about how the London Care Record is making a difference for them.

[General Practice](#)

[Hospital & Specialist
Clinical Services](#)

[Urgent and
Emergency Care](#)

[Social Care](#)

[Community
Services](#)

Find out more [HERE](#) how the London Care Record can help you



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General Practice

“Access to hospital pathology investigations means tests aren’t duplicated.”

“My admin team can check if blood tests have been completed which saves them time on the phone checking.”

“I can see straight away if a safeguarding assessment has been done and make an immediate referral if not.”

“It has already saved countless hours of medical and administration time and contributed greatly to improved patient care.”

“It really helps to improve communication between ambulance teams and General Practice for the benefit of patients.”



The **London Care Record** provides important information about what is happening to a patient outside of their GP practice including:

- contact with hospitals, community services and emergency care
- test results and hospital discharge information
- their social care contacts and assessments
- their upcoming appointments
- digital care plans they have in place

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Hospital & Specialist Clinical Services

“In pre-assessment the care is improved, with more time spent with patients and less time chasing results.”

“It significantly increases the clinical safety, through having the right information, in the right place, at the right time.”

“It helps ensure all health partners are working together to complete a safe discharge.”

“The stroke team can immediately see the results of any previous investigations, saving valuable time.”

“I can click through and see what medication a patient is already taking.”



The **London Care Record** provides information to support the clinical decisions hospital health and care staff make. This includes:

- summary details of the GP record including pre-existing diagnoses and problems, medications and any allergies they have
- investigations, test results and clinical correspondence
- details that might otherwise not be available at that point in time, especially out of normal service hours
- digital care plans they have in place

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Urgent and Emergency Care

“I use it for every patient that I see in A&E. It saves a lot of time and makes decisions easier. It is crucial.”

“Having a better understanding of previous hospital discharges leads to more effective referrals to community treatment teams when it is appropriate.”

“I was able to give him the best support and treatment and freed up an ambulance to treat patients elsewhere.”

“We could see the information we needed from the Emergency Department to effectively plan our resident’s care on their return home.”

“The wide range of information 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.”



Urgent and Emergency Care Teams often have limited or no information about the people needing care at the point of care. The **London Care Record** provides these teams with essential information to support the clinical decisions they take including:

- allergy and medication information
- GP appointments, diagnoses and interventions
- contacts with hospital, community or social care services
- digital care plans they have in place

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Social Care

“Being able to access inpatient notes reduces unnecessary phone calls to the ward.”

“It enables us to locate the person’s GP and confirm any medications and diagnosis giving us a better understanding of the person’s whole story.”

“We can automatically see if a prescription has been raised by a GP, saving my team a lot of time which can now be better spent with our residents.”

“We can immediately resolve the issue of a missing discharge summary and provide the right support for the individual.”

“It’s very useful in adult safeguarding as individuals experiencing self-neglect often don’t tell us all the information we need about their health and care.”



Social care teams can sometimes struggle to get the health related information about a person they need in order to make informed decisions. The **London Care Record** provides this information including:

- summary details of the GP record
- contact with other services including hospitals, emergency departments and community services
- discharge summaries and other clinical correspondence
- digital care plans they have in place

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Community Services

“Being able to check something on the spot really helps make our work more effective, safer and quicker.”

“Patient safety is a top priority so checking the London Care Record can be crucial if a patient is confused or unsure of the medication they are taking.”

“It really improves communication across the services and makes the patient journey and experience better.”

“Just by having access to the information that I need it easily saves me half an hour a day.”

“The London Care Record helps us provide people with more holistic care.”



Community Services work closely with other health and care teams and need information from them to deliver effective patient care. The **London Care Record** provides this information instantly saving valuable time. It includes:

- summary details of the GP record including details about a person's medications and allergies
- information about contact with other services including hospitals and emergency departments
- digital care plans they have in place

Find out more [HERE](#) how the London Care Record can help you