

2024 Highlights Report

**Making a
difference
together**



INTRODUCTION

Luke Readman,

Director of Digital Transformation
NHS England (London Region)

I have been proud to be part of the OneLondon partnership since its creation.

I think 2024 has been our most significant year yet with important progress in so many areas for the benefit of communities across the Capital and beyond.

Through new connections and more pan-London data sharing the London Care Record continues to go from strength to strength. We estimate it will have been used over **24 million times** during 2024 supporting safe and effective care across the Capital and beyond, representing an estimated value of up to over **£38 million in time savings**.

It has also been a milestone year for the Universal Care Plan which now also supports Londoners with sickle cell disease and in the new year will expand into a broader personalised care and support plan. Londoners can now also view their UCP via the NHS App, helping to give them reassurance that their care plans are being communicated correctly.

We launched our eMental Health Act programme to support faster, safer and more joined-up care for Londoners detained under the Mental Health Act. The first Trust has now launched the new digital eMHA system and others are set to follow in the new year.

Improving the ambulance handover process is a priority so it is great that we have also launched another new programme to automate the transfer of patient information between ambulance teams and Emergency Departments. This will support faster and more effective handovers benefitting patients and saving staff time.

We continue to make really good progress developing our plans to join up health and care data across the Capital. The OneLondon Secure Data Environment is set to go live next year and has untapped potential to improve patient outcomes across the Capital.



**OVER 24M
VIEWS OF THE
LONDON CARE
RECORD IN 2024**



Whether through our discussions with patients and carers about the new eMHA system or our work with clinical experts to design the new expanded UCP it is right that Londoners and clinicians have continued to be centre-stage in the development of our programmes.

Thanks so much to all our partners for your hard work and support throughout the year. We showcase some of this work, and the incredible people involved, in this OneLondon 2024 Highlights Report. I look forward to 2025 where we have plans to go even further and faster!

**ALMOST
69,000** 
**LONDONERS HAVE A
UNIVERSAL CARE PLAN**

 **ONE
LONDON**

2024 HIGHLIGHTS



OVER **24M** VIEWS OF THE **LONDON CARE RECORD** IN **2024**



DELIVERING OVER **£38M** IN TIME SAVINGS



FIRST MENTAL HEALTH TRUST USING **NEW SYSTEM**

OVER **100** CARE HOMES CONNECTED TO LONDON CARE RECORD



9 MORE TRUSTS **SHARING** PATIENT INFORMATION ACROSS LONDON



AROUND **70%** OF LONDONERS WITH SICKLE CELL DISEASE HAVE A UCP

LONDONERS CAN NOW VIEW THEIR UCP VIA THE NHS APP



ALMOST **69,000** LONDONERS HAVE A UNIVERSAL CARE PLAN



OVER **300,000** UCP VIEWS -



INCLUDING AROUND **100,000** VIEWS BY URGENT CARE SERVICES

Supporting safe, effective and joined-up care

The London Care Record is a single and secure view of a person's health and care information that gives frontline staff the information they need about a patient at the point of care.

We estimate that the London Care Record will have been used **over 24 million times** by health and care staff during 2024 helping them provide faster, safer and more effective care. This is an increase of **around 44%** compared to 2023 and brings total views to date to **over 64 million**.

Based on independent analysis this has saved health and care professionals' time up to a value of over £38 million during the year and over £100 million in total.



Several key developments helped make 2024 another milestone year for the London Care Record including:

- **More connections:** thanks to new connections including Great Ormond Street Hospital for Children and more of the Capital's care homes and community pharmacies more frontline staff can now use the London Care Record.
- **More pan-London data sharing:** nine more Trusts, including London North West University Healthcare and Moorfields Eye Hospital, and the first local authority (London Borough of Bexley), have started sharing patient information across the Capital in the London Care Record helping to make it an even richer tool.
- **Connecting more communities:** through new connections with areas such as Oxford, Bedfordshire, Suffolk and North East Essex we are supporting staff provide more joined-up care for patients who are referred for treatment and care in the Capital.
- **Local initiatives:** local teams across the Capital have worked hard to maximise the benefits of the London Care Record. For example Central London Community Healthcare NHS Trust ran a staff training programme that increased their views of the London Care Record from 6,600 in September 2023 to over 34,000 in July 2024.



"The London Care Record has been an absolute game-changer for getting up-to-date clinical information on a patient and helps us work as 'joined-up' clinicians."
London Ambulance Clinician

So many people have helped make 2024 another record year for the London Care Record including our partners at ICSs, London Ambulance Service and individual health and care providers as well as a number of technology partners such as Oracle Health.



"What is particularly great about the London Care Record is that it gives me access to information I wouldn't otherwise have such as ambulance records, discharge summaries and future appointments. These can all be critical to a person's story and helps me understand the full picture about a patient so I can make informed decisions."
GP, south east London

Supporting effective personalised care planning



2024 has been a significant year for the Universal Care Plan which is an NHS service that enables every Londoner to have their care and support wishes digitally shared with health and care professionals across the Capital.

The UCP's initial focus has been on palliative and end-of-life care. It was expanded in March to also support Londoners with sickle cell disease helping to ensure they get the right care wherever they are in the Capital. In just nine months around **7,200** sickle cell care plans have been created using the tool representing around **70%** of Londoners with the condition.

Next year the UCP will expand into a broader personalised care and support plan to meet the needs of patients with other multiple long-term conditions including dementia, frailty and learning disabilities. This will mark an important moment for care planning in the Capital and offers so much potential for the UCP to make even more of a positive difference to Londoners.

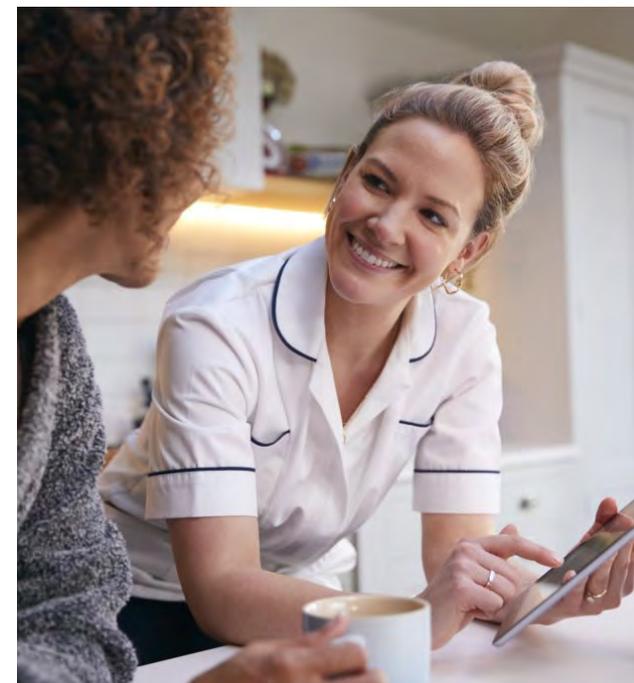
From this year Londoners can view their UCP via the NHS App or web browser. This is helping to give them reassurance that their care plans are being communicated correctly. Next year the plan is for patients to be able to create and edit their care plans.

“The UCP enables me to share important information about the patients I know best to those who are caring for them in a crisis or emergency.”

GP, north west London

Thanks to the hard work of so many people, including technology partners Better, the UCP is now without doubt a well established and vital tool in the Capital:

- There are almost **69,000** Londoners with a UCP.
- Care plans will have been viewed more than an estimated **300,000** times during 2024 – including almost **100,000** times by Urgent Care Services.
- There is a steady growth in the number of Londoners viewing their UCP via the NHS App or web browser.
- Around **70%** of citizens with a UCP die in their preferred place of death (20% more than the palliative care population outside of London).



“As a patient, it is reassuring to me to know that, if I need medical care urgently, the paramedics, A&E staff and others who will look after me, will know about my medical conditions, my medication and my wishes about my care. That is what the UCP does for Londoners.”

Member of the UCP's People with Lived Experience Group

Supporting safer, faster, joined-up mental health care



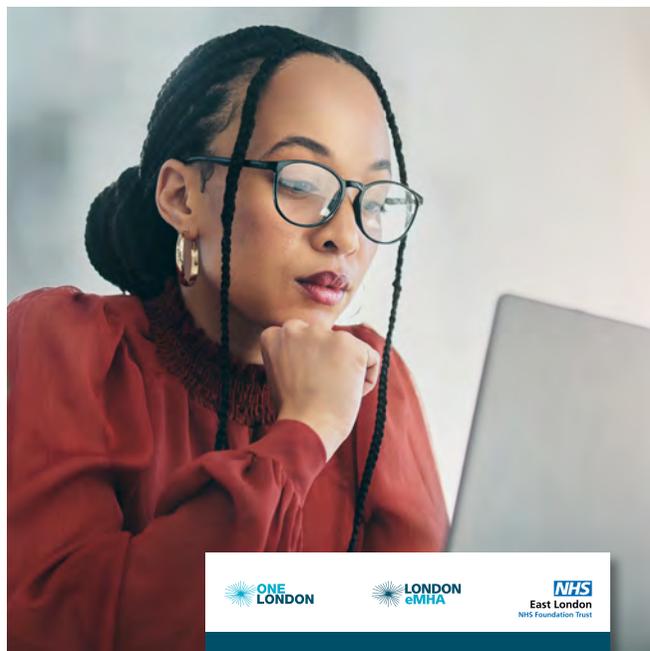
This year we launched our OneLondon eMental Health Act programme to support safer, faster and more joined-up assessment and treatment of people detained under the Mental Health Act (MHA).

Working with six Mental Health Trust and other partners including Thalamos we are introducing a new digital tool to replace the current mainly paper-based processes for recording and sharing patient information.

This will help to reduce delays and errors and make it easier for health and care staff to work together to best meet the needs of patients as well as saving them valuable time.

In November East London NHS Foundation Trust (ELFT) was the first Trust to introduce the new eMHA by Thalamos system. Their experiences are helping to inform plans for launching the system in the five other Trusts early in 2025.

From local engagement events with patients and carers to pan-London work to develop plans on Information Governance and Clinical Safety a huge amount of work has taken place across the programme during 2024.



While fully meeting all the MHA legal requirements the new eMHA system will also:

- **Improve patient care and patient experience:** instant access to patient information supports faster assessment and treatment and more joined-up care.
- **Save staff time:** reduced time spent by clinical and administrative staff searching for information about patients and reduced time spent on MHA administration.
- **Improve safety:** helps reduce errors and safety incidents.
- **Improve service planning:** provides information to better plan services.

First Mental Health Trust using new system



“My son had to spend a night in a place of safety purely because systems across London weren’t talking to each other. Joined-up systems would have made it less stressful for him and our family.”
Mother and Carer, London

Supporting effective ambulance patient handovers



Through the OneLondon 999 Digital Transfer of Care Programme, launched this year, we are supporting our ambulance and Emergency Department (ED) teams to provide Londoners with the best possible care as quickly as possible.

Up to now the Electronic Patient Record (EPR) systems used by London Ambulance Service and the Capital's 27 EDs only work together in a limited way. This has meant that manual processes to record key information about patients have been needed during ambulance handovers which can take time and cause delays.

We are addressing this by linking up the different EPR systems to automate the transfer of patient information between London Ambulance Service and the receiving Trust. This will mean faster and more effective handovers benefitting patients and saving staff time.

Earlier this year we secured NHS England Frontline Digitisation Funding to deliver this programme. Since then extensive discovery work has taken place with partners. We agreed a design specification and procured technical solutions partner Integrella and delivery partner Moorhouse Consulting to support London Ambulance Service and Trusts build and implement the change.

St Mary's and St Thomas' EDs will run beta test pilots beginning early in the new year and these will help inform our London wide rollout which we aim to complete by March 2026.



"It is great news that St Thomas' and St Mary's Emergency Departments will be launching the new automated system for transferring patient information early in the new year. We have been working with them and London Ambulance Service to ensure it fully meets their needs. We are excited about the improvements to the ambulance handover process we can deliver together over the coming months."

Katie Hackett, Senior Programme Manager at NHS England (London)

The new system will help ED and ambulance teams provide Londoners with the best possible care more quickly as:

- key patient demographic and clinical information is automatically sent to the receiving Trust as soon as the ambulance clinicians decide to convey the patient to hospital.
- there is no need for manual data entry helping to eliminate errors or important information not being relayed during handover conversations between the different teams.
- EDs may be able to proactively plan a patient's care before their arrival.
- ambulance teams will be able to get back on the road sooner to help more Londoners.



Supporting effective proactive care, planning, research and development



Through our work with the OneLondon Secure Data Environment (SDE) we are joining up health and care data to improve health outcomes in every community across the Capital.

The OneLondon SDE will be a world leading resource for health and care improvement to meet the direct care, planning and research needs of 10 million Londoners. This includes:

- developing even more effective ways to identify, support and treat those at risk of ill health.
- developing tools to more effectively analyse demand for services and to predict likely future needs based on a better understanding of the needs of London's communities.
- helping more Londoners benefit from the latest cutting edge research.



This will help us deliver our joint vision of making London one of the healthiest global cities and the best place to receive health and care.

Good progress is being made ahead of our plans to have data flowing into the OneLondon SDE by April next year.

This year, in partnership with NHS England, we have continued to work closely with Londoners as part of national public deliberations to ensure this programme is shaped by public expectations. We have also worked hand in hand with clinical and analytical teams to ensure the OneLondon SDE supports them generate practical insights that can be used to improve health and care.

We have also held our first workshop with National Institute for Health and Care Research colleagues from across London to understand their aspirations and challenges with data use. We are also already supporting national research projects such as [Prostate Progress](#) which is backed by actor Stephen Fry.

We also announced three new Data at Scale for Improvement Projects. These will improve health outcomes for Londoners with hard to diagnose cancers, diabetes mellitus and asthma and will use the OneLondon SDE to help inform its development.



"It's genuinely gratifying to see that the voices of ordinary citizens were not just acknowledged but also instrumental in shaping policy changes."

Citizen Representative, OneLondon Health Data Strategy programme

Celebrating Team OneLondon



Throughout the year we have been pleased to shine a spotlight on some amazing people and the work they are doing including:



"My life mission is to connect carers with health services through digitisation."

Matthew McKenzie BEM, who was awarded the British Empire Medal for his services to carers in 2024, is a member of the Universal Care Plan's People with Lived Experience Group.

[Read more here](#)



"I have spent many years working with people with learning disabilities and have seen first hand how important it is to get care right by meeting people's needs first time."

Sam Kelly, Gracie Holt and Paula Jewes from Kingston and Richmond NHS Foundation Trust are driving forward pioneering work that will support staff to effectively meet the reasonable adjustment needs of their patients.

[Read more here](#)



"The OneLondon eMHA programme will help us deliver the best possible care while also making life easier for staff."

Lisa Moylan is a Mental Health Law Officer at Oxleas NHS Foundation Trust. Lisa also has a critical role as one of the project managers leading on the implementation of the new eMHA digital tool at the Trust.

[Read more here](#)



"The London Care Record is critical to making good decisions for the benefit of patients."

Dr Agatha Nortley-Meshe is a south London GP and NHS England (London) Regional Medical Director for Primary Care. Agatha is a great ambassador for the London Care Record.

[Read more here](#)



THANK YOU

Joss Palmer,
OneLondon Programme Director



Thank you to our partners

2024 has been quite a year. I am so proud of the progress we have made together across OneLondon and of the collective and collaborative spirit.



It has been great to see new initiatives such as the OneLondon eMHA Programme launched – and already we have a Mental Health Trust live with the new system in such a short period of time! The UCP going live on the NHS App and work to expand its use has all been fantastic progress... and meanwhile the London Care Record has gone from strength to strength!

Personal highlights for me are often just hearing about how our work is making a difference every day. That includes the member of staff from St Joseph's Hospice who at a recent event said 'the London Care Record is so useful and I can't live without it'. And the Consultant in Paediatric Haematology who said 'the UCP is making such a positive difference to ensuring her patients with sickle cell disease get the right care'.

Our work together matters. What we have achieved together during 2024 is down to the hard work and collaboration of so many different people and teams across London and beyond. I am so pleased that we are able to highlight some of them in this report.

OneLondon is also part of a much wider network. Whether the National Shared Care Record Summit, other conferences or events it has been great to showcase OneLondon work but also to connect with, hear and learn from colleagues from across the country!

Thanks go to colleagues from across London - Integrated Care Systems, London Ambulance Service, NHS England, Trusts, Clinical Networks, care homes and the many suppliers / partners that we work with the list goes on! We have worked hand in hand together as OneLondon to really make a difference.

We have ambitious plans to do even more together in 2025 and we look forward to working with you all to build on this year's achievements for the benefit of the communities we serve.

