

Independent Economic Evaluation of the London Care Record

July 2025



Contents



GP, South London:

“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. It is about continuity of care.”

Executive Summary.....	3
Introducing the London Care Record.....	4
Independent Economic Evaluation.....	5
Methodology.....	6
Results.....	7
Conclusion.....	8



Executive Summary

The London Care Record is a secure way to share patient information with health and care professionals across the Capital, so they have the information they need at the point of care to inform their clinical decision-making.

This supports safer, faster and more joined-up care including supporting safe prescribing of medications, quicker hospital discharges and helping staff spend more time with patients.

The London Care Record is currently used well over two million times a month and in total it has been used over **70 million times**. It has become a vital tool for health and care staff across the Capital and beyond.

This report provides an updated independent economic evaluation of the London Care Record relating to time savings as well as qualitative feedback from health and care staff about wider benefits.

This shows that the London Care Record is currently saving up to an estimated value of **£4.6m** a month (based on January 2025 data), and up to **£135m** in total since it was introduced.

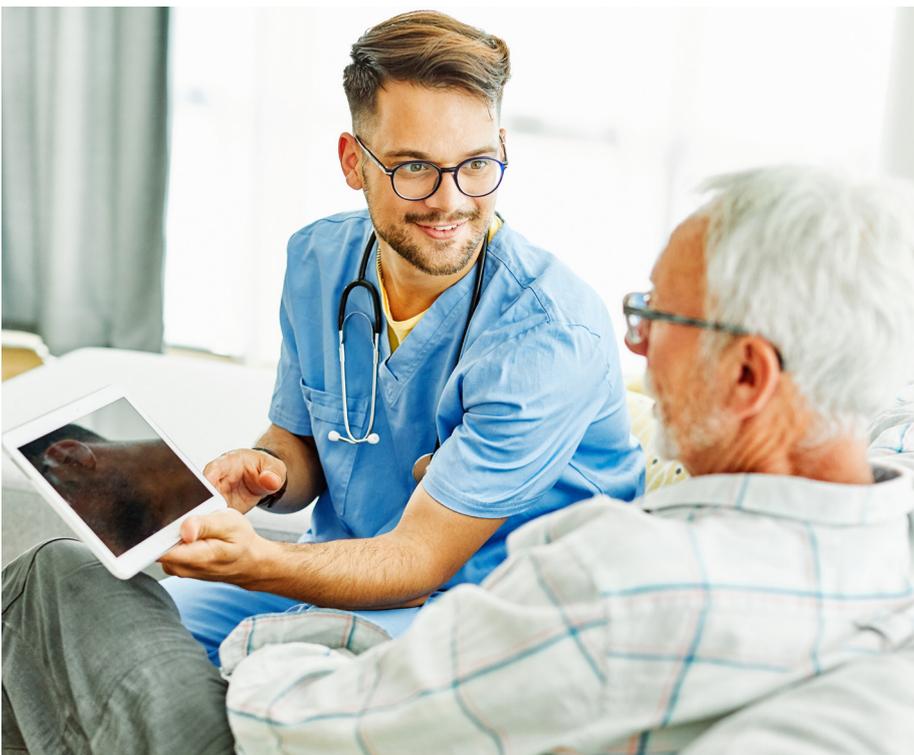
These are significant economic benefits that should be seen alongside the wider patient care benefits reported by staff.



London Care Record
Up to

£135m

of time saved
(up to 3.3 million hours)



**Consultant in
Emergency
Medicine, North
East London:**

“We have nothing but praise for the London Care Record. It is part of our information gathering and helps us connect the dots. Whether outpatient letters, discharge summaries or radiology reports 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. Come and have a look at the London Care Record – once you have used it and discover what it can give you, you won’t ever want to not have it.”

Introducing the London Care Record

In 2018 London's health and care partnerships came together through OneLondon to join up patient information across the Capital to support fast, safe and effective care.

This is particularly important given that around 30% of Londoners are treated outside the area they live in.

In 2020 the London Care Record was introduced. It is a secure digital system that gives frontline staff an instant view of a person's health and care information when they need it at the point of care.

The London Care Record is an up-to-date record of their information over time and across different parts of the NHS and social care in London and some neighbouring areas.

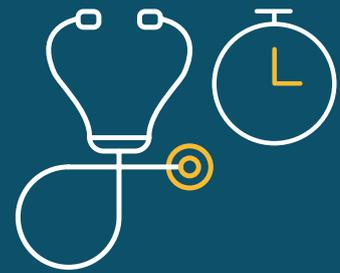
This gives health and care staff the joined-up information they need to take informed decisions and provide the best possible care.

The London Care Record has expanded significantly over the last few years with more health and care organisations using it and more organisations sharing patient information across London through it. This includes organisations in some areas neighbouring London to support their residents referred for care and treatment in the Capital.

As of April 2025 the London Care Record is used over **two million** times a month by over **100,000** different health and care staff.

In total, it has been used over **70 million** times and become a vital tool for health and care staff across the Capital and beyond.

That is over **70 million** moments of care that have been supported by staff having the information they need, when they need it helping them provide faster, safer and more effective care.



It has helped to:

- Avoid patients having to repeat their medical histories
- Prescribe medicines safely and accurately
- Avoid unnecessary tests and referrals
- Enable staff to spend more time with patients
- And so much more

The London Care Record also saves frontline staff crucial time.



Consultant Liaison Psychiatrist, East London:

"As a liaison psychiatrist I need to know about a patient's medications, past medical history and the care they have had as well as whether they have a support network. The London Care Record can provide this all in one place and is why I use it for pretty much every patient. It helps me to get as full a picture as possible to better understand them and determine the best care as well as who should be involved in this care."



Chest and General Physician, South East London:

"I recently saw a patient with chest complaint who'd had a chest x-ray at Barts Hospital the week before which I could see in the London Care Record. This meant I did not need to arrange another x-ray at the local hospital here in south east London. Instant access to this information prevented having to put the patient through an unnecessary x-ray and meant she could get the right care more quickly. This is brilliant stuff and what the London Care Record is all about – supporting effective and joined-up patient care."

Independent Economic Evaluation

In 2023 OneLondon commissioned Queen's University Belfast to undertake an independent economic evaluation of the London Care Record. The purpose of this was to help OneLondon and its partners better assess the value that the system delivers for the communities we serve.

The 2023 evaluation focused on reported benefits relating to time-saving, quality and safety outcomes and the report is available [here](#). It showed that up to January 2023 the London Care Record saved up to around **£2.1 million** a month worth of time, and up to **£44.4m** in total since it was introduced (up to March 2023).

In April 2025 OneLondon commissioned Queen's University Belfast to update the evaluation with regards to time-saving benefits based on the latest NHS Staff Earnings Estimates and NHS Workforce Statistics as well as current London Care Record usage figures.

This shows that the London Care Record is currently saving up to an estimated value of **£4.6m** a month (based on January 2025 data), and up to **£135m** in total since it was introduced.

This summary report provides more information about these estimated benefits along with examples of how the London Care Record supports frontline staff provide safe, effective and joined-up care.

 **Community Palliative Nurse, Hertfordshire and West Essex:**

“For me, it easily saves half an hour a day, just by having access to the information that I need. It is such a better way of working.”

 **London Ambulance Service 111 Clinician:**

“With Urgent Care Services people are often in distress so you need as much information as you can get and you need it quickly. The London Care Record is essential with all of this. By being able to see information like discharge summaries, test results and clinic letters it helps you understand the bigger picture and what's 'normal' for the patient. This means you can actually provide care in these situations rather than just make a referral, which is a much better outcome for the patient.”



Methodology

The original 2023 Queen's University Belfast model for determining time-based cost savings is based on:

- London Care Record usage figures for January 2022, January 2023 and cumulative total figures for April 2020 to March 2023.
- Source data indicating that 28.6% of system accesses were from GP practices and 71.4% from staff working in Acute settings.
- Basic pay costs for different staff groups from the NHS Staff Earnings Estimates Statistics, applied to NHS National Workforce Statistics for England and General Practice Workforce data for January 2022 (additional estimates were included for staff groups not included in these Workforce Statistics such as midwives and ambulance staff).
- Additional on-costs beyond basic pay such as National Insurance contributions (13.8%), pension contributions (20.68%), and London weighting payments to reflect an accurate representation of the overall remuneration for each staff group.

This data was converted into an hourly or minute rate estimate based on the assumption of a standard 40-hour work week and applied to published literature for estimated time-savings modelling of five different scenarios:

- 0.5 minute saving per access.
- 1.4 minutes saving per access.
- Mixed scenario 1 = 75% of system accesses save 1 minute, 10% save 3 minutes and 5% each save 5, 10, 20 minutes, respectively.
- Mixed scenario 2 = 75% of system accesses save 0.5 minutes, 10% save 3 minutes and 5% each save 5,10,20 minutes, respectively.
- Mixed scenario 3 = 10% lose 1 minute, 65% of system accesses save 1 minute, 10% save 3 minutes and 5% each save 5,10,20 minutes, respectively. The estimate assumes 28.6% of accesses are from GP practices (incurring a higher rate per minute).

More detail about the methodology used can be found in the Queen's University Belfast report from 2023 available [here](#).

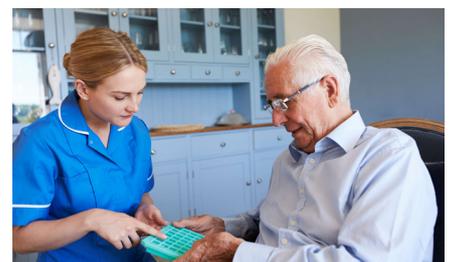
The same methodology has been used for this study but using updated data for [NHS Staff Earnings Estimates](#) and [NHS Workforce Statistics](#) as well as current London Care Record usage figures.

London Ambulance Service Clinician:

"I have found that having access to the London Care Record has been fantastic! It gives me greater confidence in the clinical plans I am making for patients. Having an increased access to hospital discharge information means a better understanding of previous discharges. And this leads to more effective referrals to community treatment teams when it is appropriate, helping to keep patients in their place of preferred care."

Care Home Managing Director, North East London:

"The London Care Record is fantastic. It gives staff a much richer health and care history about our residents than we would get from hospital discharge summaries or GP records helping us plan and provide the best possible care. It is also vital in understanding a resident's medications as well as any care plans they have in place, potentially preventing unnecessary hospital admissions. Put simply the London Care Record has been a real game-changer for care homes."



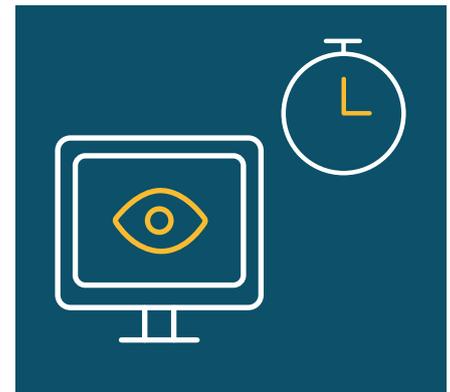
Results

This updated independent economic evaluation shows that the London Care Record is delivering significant value in terms of time savings:

- Based on **70.9 million** uses of the London Care Record (up to end of March 2025), the value of time saved is estimated to be up to **£135 million** based on scenario 1.
- This equates to up to **£4.6 million** per month based on scenario 1 (and based on January 2025 data).
- As of the end of March 2025, the total amount of time saved was estimated to be up to **3.3 million** hours in total based on scenario 1 (the equivalent of 1,668 fixed term staff over the period).
- Based on the volume of system accesses in January 2025 this equates to up to **109,166** hours per month (**6.5 million** minutes) based on scenario 1, which is the equivalent of 57.3 fixed term equivalent staff members.

The estimated value of time savings for the five different scenarios modelled range from **£24 million** to up to **£135 million** and are set out in the table below.

**London Care Record
Up to
£4.6m
of time saved each
month
(up to 109,166 hours)**



London Care Record time-saving equivalent based cost savings

Scenario Description	Jan 2023	Jan 2025	Mar 2025 (Cumulative)	Equivalent staff hours saved (cumulative access)
Reported Number of One London Record Accesses	1,297,786	2,439,841	70,976,355	
Net Time Change (minutes)	Average (£) saved			
Fixed 0.5 min saved	440,902	828,896	24,113,058	591,470
Fixed 1.4 min saved	1,234,524	2,320,909	67,516,562	1,656,115
Mixed scenario 1*	2,469,049	4,641,818	135,033,123	3,312,230
Mixed scenario 2**	2,138,373	4,020,146	116,948,330	2,868,628
Mixed scenario 3***	2,006,102	3,771,477	109,714,413	3,075,642

*Scenario 1 = 75% of system accesses save 1 minute, 10% save 3 minutes and 5% each save 5, 10, 20 minutes, respectively.

** Scenario 2 = 75% of system accesses save 0.5 minutes, 10% save 3 minutes and 5% each save 5,10,20 minutes, respectively.

***Scenario 3 = 10% lose 1 minute, 65% of system accesses save 1 minute, 10% save 3 minutes and 5% each save 5,10,20 minutes, respectively. The estimate assumes 28.6% of accesses are from GP practices (incurring a higher rate per minute).

Conclusion

The estimated time saving values are significantly higher than the initial findings reported in 2023. In part this is down to the new NHS Staff Earnings Estimates and NHS Workforce Statistics. However it can also be attributed to the significant growth in usage of the London Care Record in this period.

Over the last two years OneLondon and its partners have delivered an extensive programme of work to give more health and care staff access to the London Care Record and to share more patient information through it, making it an even richer tool.

In 2023 even using the most cautious model for time savings realised the London Care Record delivers a significant estimated value of over **£0.8 million** a month and over **£24 million** in total.

Given the London Care Record's higher usage levels (and the updated earnings and workforce data), the estimated value has now risen to up to **£4.6 million** time savings a month and up to **£135 million** in total.

In addition the qualitative feedback from frontline health and care staff about how the London Care Record supports safe, effective and more joined-up care is equally compelling.

It is clear that the London Care Record continues to be a vital tool for the **100,000** plus frontline staff who use it each month and that this delivers significant benefits for patients in terms of supporting effective care.

These updated economic evaluation estimates are important in understanding the value of the London Care Record and will help OneLondon and its partners assess the value their investment in the system delivers for the communities they serve.



Trainee Advanced Clinical Practitioner, South West London:

"Whether working on a ward or in the Emergency Department the London Care Record is my 'go to tool' for gathering information about a patient so I can provide them with the best possible care as quickly as possible. I simply don't think I could do my job as effectively without it. My advice to any health and care professional is to give it a go. It is really easy to access and use. Before long it will be a must have tool for you like it is for me!!"

Specialist Nurse, South East London:

"In pre-assessment the care is improved with more time spent with patients and less time chasing results because it's easily obtainable from the London Care Record."

Adult Social Care Access Team, South West London:

"I regularly use the London Care Record which is helping with our day to day work at the front door of Adult Social Care. It enables us to locate a person's GP and confirm any medications and diagnoses. This gives us a better understanding of the person's whole story."

Report authors:

Professor Mark Lawler

Professor of Digital Health at Queen's University Belfast and Co-Lead of Health Data Research UK's Big Data for Complex Disease Research Driver Programme

Dr Ethna McFerran

Post-Doctoral Research Fellow in Health Economics at Queen's University Belfast

Luke Readman

Director of Digital Transformation at NHS England (London)

Dr Sanjay Gautama

Clinical Informatics Lead for London, Consultant Anaesthetist, Chief Clinical Information Officer and Caldicott Guardian for Imperial College Healthcare Trust NHS

Dr Phil Koczan

GP and NHS England Digital Clinical Lead

Jocelyn Palmer

OneLondon Programme Director

Emma Pace

OneLondon Senior Business Analyst

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