![One London logo]

**2025 HIGHLIGHTS REPORT**

**NHS**

# Making a difference together

# Introduction

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

This year the Government published its 10 Year Plan for Health in England which sets out a vision for the future of the NHS, including a shift from analogue to digital. This OneLondon 2025 Highlights Report showcases how we are well placed to drive this important digital transformation agenda forward across the Capital.

Our established systems continue to go from strength to strength. The London Care Record was used more than an estimated **29 million** times this year saving up to an estimated value of around **£56 million** in time. The Universal Care Plan (UCP) has expanded to new care pathways including frailty and learning disabilities. Over **85,000** living Londoners now have a UCP which they can view via the NHS App.

We have also successfully introduced new systems. Our new eMHA by Thalamos system is live in five Trusts and supporting around **1,700** patients each month, helping to ensure they receive safe and joined-up mental health care more quickly.

The new OneLondon system that automates the transfer of patient information between ambulance teams and Emergency Departments (EDs) is now live in **three** EDs with frontline staff reporting benefits.

Joining up Londoners' health and care information across the Capital through the London Secure Data Environment (SDE) is vital to improving health outcomes in every community. Ahead of its full launch next year over **nine million** patient records are now securely held in the London SDE, already making it one of the biggest SDEs in the world.

These are all remarkable achievements that have been delivered in partnership with clinical colleagues and Londoners themselves. Thank you to everyone involved in this important work that is making such a positive difference to health and care in the Capital. I look forward to continuing our work together in 2026 where we have plans to do even more.

# ONE LONDON

**London Care Record used an estimated 29 million times** this year saving up to an estimated value of £56 million in time

**85,000** living Londoners now have a UCP

Over 9 million patient records are now securely held in the London SDE already **making it one of the biggest SDEs in the world.**

NHS

Over **29 million** views of the London Care Record in 2025

**London Care Record delivered** up to **£56m** in time savings during 2025

Over **85,000** living Londoners have a Universal Care Plan

Over **445,000 UCP views** by staff during 2025, supporting joined-up care for Londoners

**eMHA** by Thalamos

**eMHA by Thalamos system used** over **225,000 times** during 2025 supporting joined-up care for around **1,700 patients** a month

**3 Emergency Departments** using new automated patient information transfer system

Over **9 million** patient records securely held in London Secure Data Environment

Londoners continue to help shape OneLondon programmes

**2025** achievements

ONE LONDON

**LONDON CARE RECORD**

# Faster, safer and more 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. This helps to inform their decision-making to support them provide effective and joined-up care more quickly.



## 2025 HIGHLIGHTS

✓ More health and care staff now have access to the London Care Record (eg staff in around **140** more care homes can now access the system).

✓ More organisations (eg Great Ormond Street Hospital and the Royal National Orthopaedic Hospital) are now sharing patient information across the Capital through the London Care Record making it an even richer tool for staff.

✓ The London Care Record will have been used more than an estimated **29 million** times by frontline staff during 2025 helping them provide safe and effective care more quickly. This is an increase of around **22%** compared to 2024 and brings total views to date to over **93 million**.

✓ An updated independent economic evaluation of the London Care Record by Queen's University Belfast shows the London Care Record is saving frontline health and care staff up to **£4.6 million** in time each month.

✓ Based on these findings the London Care Record has saved health and care professionals' time up to an estimated value of almost **£56 million** during the year and **£177 million** in total to date.

**London Care Record has delivered up to £177 million in time savings to date**



✓ In September one of the authors of this study, Professor Mark Lawler, presented the findings at the Science Summit of the United Nations General Assembly in New York. It is great that the positive impact of our work together is reaching a global audience.

"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."

Trainee Advanced Clinical Practitioner

# Universal Care Plan

# Improved personalised care planning

The Universal Care Plan (UCP) is an NHS service that enables Londoners to have their care plans digitally shared with health and care professionals across the Capital, helping to ensure that their care wishes and needs are respected wherever they receive care.



## 2025 HIGHLIGHTS

✓ The UCP expanded to become a broader personalised care and support plan to help tens of thousands more Londoners with long term conditions benefit from the joined-up care it supports.

✓ In addition to supporting palliative or end-of-life care and people with sickle cell disease, the UCP now also supports citizens with other long-term conditions including dementia, frailty, carer contingency, learning disabilities and autism.

✓ An estimated **42,000** care plans were created this year using the UCP meaning that almost **120,000** care plans have now been created using the since the system was introduced in 2022. Over **85,000** living Londoners currently have a care plan on the system which they can view via the NHS App.

✓ This year there will have been an estimated **445,000** views of care plans by health and care staff, a **28%** increase on last year. This includes an estimated **127,000** views by urgent care staff, a **58%** increase on 2024.

✓ This is helping to ensure that more Londoners get the right care wherever they are in the Capital.

✓ In December the UCP Team won the 'Living in a Digital Age Award' at the London Personalised Care Awards 2025 for their contribution to supporting personalised care.

"I see first hand the positive difference the UCP is making in helping to ensure patients receive the care and outcomes they need and want. It allows professionals, who may not have previously met the person, to be able to manage their care in line with their preferences."

Consultant in Palliative Medicine

"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

**Over 445,000 Universal Care Plan views during 2025**

**Over 85,000 living Londoners have a Universal Care Plan**

# LONDON eMHA

# Improving mental healthcare

The OneLondon eMHA by Thalamos system supports safer, quicker and more joined-up care for people detained under the Mental Health Act (MHA) by modernising how staff access, record and share information. This reduces delays and makes it easier to work together with other health and care professionals to best meet the needs of patients, while also saving staff valuable time.

## 2025 HIGHLIGHTS

✓ The new system was introduced in **four** more Mental Health Trusts meaning a total of **five** Trusts, along with their partner organisations, are now using the system.

✓ In total the system will have been used more than an estimated **225,000** times during 2025, by over **3,700** different staff supporting joined-up care for around **1,700** patients each month.

✓ Staff are reporting how the new system is easy to use, helps reduce errors and is supporting faster and more joined-up care for patients.

✓ Ongoing system enhancements are making it is an even more effective tool for health and care staff. MHA forms from both British Transport Police and the Care Quality Commission are now available within the eMHA by Thalamos system.

✓ Information about whether a patient is, or has been, detained and treated under the MHA is also now available in the London Care Record from organisations using the eMHA by Thalamos system. This helps to ensure frontline staff have more of the information they need at the point of care to support their decision making.

"The new eMHA by Thalamos system makes it easier to complete and share patient forms and it is so much easier to make corrections to paperwork which helps ensure patients get the right care sooner."

Consultant Liaison Psychiatrist

**The system will have been used an estimated 225,000 times during 2025, by 6,000 different health and care staff** supporting joined-up care for 1,700 patients each month

eMHA by Thalamos

# ONE LONDON

# Supporting effective ambulance handovers

Through the OneLondon 999 Digital Transfer of Care Programme we are introducing a new automated system for receiving patient information from ambulance teams in advance of the patient being conveyed to the hospital. This will help to improve the handover process for the benefit of patients and save frontline staff valuable time.

## 2025 HIGHLIGHTS

✓ The new system was introduced at **three** EDs – St Thomas' Hospital, the Princess Royal University Hospital and Kings College Hospital.

✓ Almost **20,000** ambulance handovers have now been completed using the system with tined saved for each case.

✓ Clinical feedback has been positive, particularly from triage nurses and paramedics.

✓ Lessons learned from the introduction of the new system at these EDs are being used to help inform the rollout to the other 24 EDs in the Capital that will take place on a phased basis next year.

"This is the way forward. Makes handovers smoother and less repetitive."

Paramedic

"It's just easier — having the patient information already there saves us a lot of time during handover."

ED Triage Nurse

"Not having to look the patient up frees us up to focus more on listening and less on typing."

ED Triage Nurse

"It saves time, and on those really stressful jobs it helps me remember everything I need to hand over."

Paramedic

**3 Emergency Departments using new automated patient information transfer system**

# LONDON SECURE DATA ENVIRONMENT

# Improving health outcomes of Londoners

Our ambition is for London to be the healthiest global city, and the best in which to receive health and care services. Joining up Londoners' health and care information across the Capital through the London Secure Data Environment (SDE) will be key to this.

The London SDE will be a world leading resource for health and care improvement providing secure access to linked primary and secondary care data, mental health and community datasets, and population health indicators, supporting direct patient care and healthcare planning as well as research.



## 2025 HIGHLIGHTS

✓ OneLondon held a partner event during London Life Sciences Week for over 100 colleagues from across the London NHS, academia, industry, and our Citizens Advisory Group. It was an opportunity to hear about the progress we have made together in terms of using data at scale to deliver health improvements for London and beyond. Watch our event highlights video here.

✓ Health Data for London was launched - a major new partnership of London's NHS trusts, Integrated Care Systems and academic institutions to coordinate the Capital's health data and strengthen how London works with research and industry.

✓ Good progress has been made scaling-up the London Secure Data Environment (SDE) with over **9 million** patient records already securely held in the system. From April next year research teams will be able to apply for approval to access the data.

✓ Four NHS-led driver projects were confirmed covering cardiovascular disease, children and young people's mental health, antimicrobial resistance and cancer care. They will help to showcase the potential of the new London SDE and inform its ongoing development, while delivering health improvement benefits for Londoners. Find out more here.

✓ Through our Citizens' Advisory Group Londoners have continued to be centre-stage of our work to develop the London SDE with a number of engagement events held throughout the year.



"Having been part of the conversations since early on, it is gratifying to see the progress being made with the London SDE. It's been a very exciting journey helping to make decisions on how data can be used for the best purposes in relation to care or research. Ultimately patient outcomes should improve as a result of this."

OneLondon Citizens' Advisory Group member:

"OneLondon is an exemplar to the rest of the country as to how we can harmonise the flows of data for the benefit of patient care research, but also how we can turbocharge our life sciences economy."

Dr Zubir Ahmed MP, Minister for Health Innovation and Safety

# Another year of delivery

**Joss Palmer,** OneLondon Programme Director



**2025 has been another year of delivery!**

It has been exciting to see the prominence of digital and data in the Government's vision for the future, but at the same time, we have faced a year with much change and uncertainty. That is why I would like to pay tribute to everyone who has been part of OneLondon delivery this year. We have so much to be proud of. Here are just a few of my personal highlights from this year.

It is always great to hear about how our work is making a difference. This year, I've particularly enjoyed hearing from care home staff supporting people leaving hospital, and a Trainee Advanced Clinical Practitioner working in frailty. Hearing how the London Care Record and UCP are a "gamechanger" for the care they provide was fantastic.

I am also proud of our work to introduce the eMental Health Act (eMHA) system in London. Together we have delivered pioneering work to digitise MHA processes – at scale. It is fantastic to see that the new system is bedding in well and supporting safer, more joined-up care. Work will continue into 2026 as we build on the foundations that we created this year.

This year also saw the publication of a survey of over 500 staff working in community settings across London, and the challenges they face accessing patient information. It showed us that even with all we have achieved, there is still more to do. Listening to and learning from staff experiences is so important - and means that we can take action to make tangible improvements.

Finally, I love that OneLondon is part of a wider community across the country. We were delighted to be part of the Shared Care Record Summit in Birmingham in October. It is such an experienced and supportive community – and it was great to hear about exciting work from across the country …and the globe!

Thank you to everyone involved with the work of OneLondon this year. We simply could not make this progress without you and your teams. I look forward to working together in 2026!

**ONE LONDON**

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