

Mid and South Essex Shared Care Record



Orion Health Case Study



MID AND SOUTH ESSEX INTEGRATED CARE SYSTEM

England

www.mse.nhs.uk

Key Statistics

Population served: 1.2 million people

Connected facilities: 159 health and social care organisations viewing and contributing.

Number of system users: 8557 of 10,486, equating to 82% of potential registered users.

Solution

Amadeus Digital Care Record

Key Benefits

- Enhancing clinical safety and efficiency
- Better decisions and patient outcomes
- Faster access to services for patients
- Improving the experience for patients navigating complex care pathways
- Reducing ambulance ED admissions*
 - *50% of elderly fall-related ambulance calls successfully diverted to alternative based on a pilot with East of England ambulance service
- Substantial admin and time savings
 - 7-8 hours less admin per case for rehabilitation teams
 - 3 hours less time information gathering per case for Continuing Healthcare teams
- £3.8m in annual efficiency savings projected

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JANE DAVIS,

Support Planner (Hospital Discharge
Specialism) at Thurrock Council



The Customer

Mid and South Essex Integrated Care System (MSE ICS) serves a population of more than 1.2 million people across three local authorities and seven district, borough and city councils. It brings together a range of partners including NHS organisations, local councils, community and mental health services and voluntary sector associations who work together to meet health and care needs across the region.

In August 2024, MSE ICS launched a new shared care record with Orion Health, giving health and care teams secure, up-to-date access to crucial health information for its entire population at the point of care.

The Challenge

The previous Shared Care Record used by MSE ICS was developed by a neighbouring ICS and lacked alignment with their specific needs. Mid and South Essex has a diverse and dispersed population, which is projected to grow 14.7% over the next 15 years. The region also has a large and growing gap in life expectancy between the most and least deprived neighbourhoods, in some areas as much as 14.4 years for males and 12.7 years for females.

Historically, data was spread across multiple systems, forcing health and care professionals to spend valuable time piecing together a person's story, potentially delaying decisions, increasing duplication and risking gaps in care. With increasing pressure across the health and care system, the ICS needed a way to break down information silos and support more efficient, safer and proactive care.

In response, MSE ICS looked to digital transformation to create a modern, purpose-built Shared Care Record that would not only connect information across its disparate systems, but establish the digital foundations needed for smarter, preventative and more sustainable care delivery now and into the future.

The Solution

MSE ICS worked in partnership with Orion Health to build a new Shared Care Record using Orion Health’s Amadeus Digital Care Record. Amadeus is designed to handle large volumes of data from many different sources and is scalable and modular so that data and capabilities can be added over time as the goals for both the platform and the ICS change.

The Shared Care Record was delivered in under 12 months and was developed using an innovative and iterative strategy. The focus was to solve real-world problems, and it was co-designed with extensive user engagement to ensure it was tailored to existing workflows and clinical needs.

The new Shared Care Record currently includes data sharing and access between:

- 144 GP practices
- 3 NHS acute hospitals within a single trust
- 3 local authorities delivering adult social care
- 4 community health partners
- 1 mental health trust
- 3 local hospices
- NHS 111

Pilots are underway to extend access to the ambulance trust and other care providers, including care homes and charities. The system is also connected to neighbouring Shared Care Records, giving professionals access to data from providers across the East of England and Greater London to support joined-up care beyond ICS boundaries.

Importantly, the Shared Care Record also supports clinical safety and accountability through real-time access to most data, full audit trails and the ability to track data provenance across care settings. As NHS England advances the national architecture for a Single Patient Record, MSE’s implementation is already aligned with emerging standards, helping to future-proof the region’s digital infrastructure as the new digital estate begins to take shape.



The Results

The Mid and South Essex Shared Care Record is making a tangible difference to patient care in the region. It is drastically improving the quality of decisions being made by health and care teams and improving the outcomes for the patients that those interactions enable. In a short space of time, the Shared Care Record has already been instrumental in transforming clinical decision-making, streamlining handovers and ensuring no patient is left behind.

Some key examples include

- A vulnerable patient in crisis was **rapidly reconnected with urgent mental health services** after staff used the Shared Care Record to access their history across services, a connection that might otherwise have been missed.
- In another case, an ambulance dispatcher was able to reach next of kin information via the Shared Care Record in a critical moment, directly contributing to a **life-saving intervention**.

The new Shared Care Record (SCR) has significantly enhanced clinical safety and efficiency, particularly for patients with complex needs who interact with multiple services. By bringing together information from GPs, hospitals, social care, mental health, NHS 111 and more, in real time and in context, the Shared Care Record is enabling professionals to deliver more joined-up and accurate care the first time around.

This has led to clear improvements in care coordination. For example:

- Thurrock's Sensory Rehabilitation Team report **saving 7-8 hours of admin per case**, time that can now be redirected into patient-facing support.
- Similarly, Continuing Healthcare teams in adult social care **save around three hours per case** by avoiding fragmented information-gathering.

These aren't just operational gains, they translate into faster access to services, more proactive planning and a better experience for patients navigating complex care pathways.

50% of elderly fall-related calls were diverted

7-8 hrs less admin per case for rehab teams

82% adoption rate, with **8550 users**

3 hrs saved per case for adult social care teams

Importantly, the Shared Care Record is already helping to **reduce pressure on the wider system**. Early evidence from a pilot with the East of England ambulance services shows that **50% of elderly fall-related calls were successfully diverted** to alternative, more appropriate support after using the Shared Care Record, keeping patients out of hospital and helping them remain at home safely. In today's overstretched healthcare landscape, these kinds of interventions are vital not only for individuals but for the sustainability of the system as a whole.

These examples are just the beginning. Since its launch, the Shared Care Record has been **used over 638,000 times to help thousands of frontline staff** securely see the information they need in one place, supporting faster decisions and more joined-up care.

In less than 12 months, the system already has 8550 active users, which equates to **82% of potential users**, and is estimated to **deliver £3.8 million in annual efficiencies** for the local NHS and councils by saving time and reducing duplication.

Since its launch, the MSE Shared Care Record has become a fantastic example for how these systems can drive meaningful efficiencies, improve safety and support more integrated working. As one of the most modern deployments of Orion Health's Amadeus platform in the UK, MSE is actively shaping how digital health infrastructure can be delivered at scale and in practice.

ShCR benefits overview

£3.8 million

in annual efficiency and time savings, with tangible benefits now being reported across acute, primary, community, mental health, social care, hospice and ambulance services.



Primary Care

£2,009,802 productivity efficiencies yearly

Real-world example: A practice manager reports spending **45 minutes a day** chasing social care information — the ShCR removes this need, saving over **95 hours a year**.



Community

£831,570 productivity efficiencies yearly

Real-world example: A frailty nurse now saves **1 hour** across 4 daily assessments – equating to **5 hours per week** and around **210 hours annually**.



Acute Care

£478,670 productivity efficiencies yearly

Real-world example: A cardiology consultant estimates that access to GP and community data via the ShCR saves around **7 minutes per patient**, equating to **1 hour 10 minutes over a typical week**, or approximately **427 hours per year**.



Mental Health

£293,862 productivity efficiencies yearly

Real-world example: A discharge co-ordinator will now save **5 hours per week** due to social care and GP data now being available in the ShCR, saving over **210 hours each year**.



Social Care

£104,656 productivity efficiencies yearly

Real-world example: At Essex County Council, a post go-live survey found that **80% of staff** believe the ShCR saves them an average of **37 minutes per use**.

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[The go-live was] one of the smoothest go lives I think I've ever experienced in the 30 odd years I've worked in the NHS and the support I've had has been second to none. The fact that we've got our service desk having no issues being raised in the first few weeks, I've never had that on a go live.

BARRY FROSTICK,

Chief Digital and Information Officer at Mid and South Essex ICS

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I noticed a gap in SystmOne regarding a patient's medication, following a stroke. There were no communication or discharge letters. Using the Shared Care Record, I was able to confirm when the stroke occurred and why certain medication was prescribed. Overall, it saved time by avoiding the need to task the GP and ensured the patient received safer, more coordinated care.

CLAIRE NEWMAN,

Frailty Nurse at North East London NHS Foundation Trust

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I highly recommend that every healthcare professional who delivers direct patient contact consult the Shared Care Record at the earliest possible encounter with the patient. This will put us in a better place to address the patient's concerns, meet expectations, improve our department's waiting time, and finally encourage a wise utilisation of resources, including staff, spaces, and investigations.

DR IBRIAK MOHAMED,

Specialty Registrar in Emergency Medicine at Mid and South Essex NHS Foundation Trust

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Having access to the Shared Care Record won't always save us time but will raise the quality of care that we give to our patients. Getting that rounded picture of a patient's life across health and social care provides primary care clinicians with the opportunity to give more effective, appropriate, clinical support first time. It also means that triaging practices can relevant information to decide how quickly the patient needs to be supported i.e. today, tomorrow and by which colleague.

DR TAZ SYED,

GP Partner at Pall Mall Surgery

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The Shared Care Record has revolutionised how quickly I can access information. I am telling all my team members about it, and encouraging them to use it more. I use it throughout the day, every day!

JANE DAVIS,

Support Planner (Hospitals Discharge Specialism) at Thurrock Council

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Having access to the Shared Care Record helped us get the right help to the patient quickly, and in this case, it may well have saved their life.

It's been invaluable, not just in emergencies like this but in our day-to-day work. Helping us find accurate information fast, even if names or dates of birth are recorded differently.

We often use it to check medications, which helps us decide whether someone can be safely cared for at home or needs hospital treatment. It also shows us whether someone has already gone to A&E, helping us avoid unnecessary ambulance callouts.

LU HARRINGTON,

Senior Clinical Paramedic, East of England Ambulance Service NHS Trust

“

This case shows exactly why sharing information between health and care organisations matters. When the right information is available at the right time, it can change outcomes — and in some cases, it can save lives.

The NHS's new 10-Year Health Plan sets out a clear shift from analogue to digital, putting power into the hands of patients and professionals through better access to data. The Shared Care Record is part of that transformation, helping us move from a fragmented system to one that works seamlessly around the person.

Technology like the Shared Care Record is helping us break down barriers between services and work as one team to support the patient more efficiently. But it is the skill, professionalism, and dedication of people like Lu that truly bring its benefits to life, turning digital tools into real-world impact for the people we serve.

TOM ABELL,

Chief Executive of NHS Mid and South Essex (in reference to Lu, a quick thinking paramedic using the Shared Care Record to help save a life.)



What's next?

MSE ICS has an ambitious roadmap that includes integrated care plans, the addition of children's social care data, and sharing of key information with the national record locator. The aim is to continue building on early gains and drive further transformation by including more data and enabling the capacity for targeted prevention, risk stratification and population health improvement to grow exponentially.

As the system matures, this will also pave the way for MSE ICS and Orion Health to work together to open up access for citizens to view parts of their own record, contribute relevant data and participate more actively in their care via the NHS App, in line with the recently published NHS 10-Year Plan. Empowering people in this way not only supports shared decision-making but also helps improve health literacy, promote independence and strengthen trust in the health system.

About Orion Health

Orion Health is a leading population health management company and one of the world's foremost providers of digital health solutions to healthcare organisations. Used in over 30 countries by more than 300,000 clinicians, Orion Health provides an open platform which enables better healthcare delivery for more than 100 million patients globally. This platform delivers improvements to the patient experience, efficiencies in frontline care, provides insights into population health and enables data science through machine learning to raise the digital maturity of healthcare facilities, Health Information Exchanges (HIEs), and healthcare systems worldwide.





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Orion Health is a global healthcare technology company focused on reimagining healthcare for all. We are leading the change in digital health with health and care organisations to improve the wellbeing of every individual with our world leading Unified Healthcare Platform