

Neighbourhood Care – Staff Activation Webinar – Digital Tools and Apps 8th July 2026

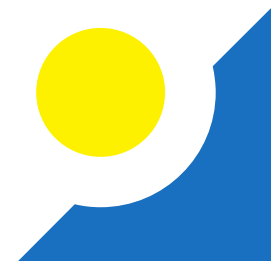
1. NHS App Integration & MyChart	
What is the roadmap for NHS App integration with hospital systems and MyChart?	Integration between EPIC (EPR for trust) and the NHS App is being delivered nationally. Hospital appointments are already visible for some, but further development is required for a safe deployment to further specialties. Practices and PCNs will be kept informed through ICT bulletins. The direction of travel is for the NHS App to become the digital front door, and MyChart and NHS App are expected to fully integrate. In the meantime, KCH, GSTT and NHS England/DHSC are working on an improved development roadmap with Epic to be able to fully integrate.
2. Digital Inclusion & Patient Access	
How will digitally excluded patients continue to access services?	Patients will continue to have access through phone, SMS, email, letters and in-person routes. Digital inclusion work includes VCSE engagement, community partnerships, donation of devices, improved telephony systems, NHS App support materials, and ensuring digital services complement rather than replace existing channels.
3. AI, Information Governance & Data Sharing	
What guidance exists for AI use, Copilot and information governance?	Guidance has been developed and is available on the SEL ICS website. Individuals are directed to the AI Framework and future AI Centre for VBC sessions. Robust IG agreements and governance frameworks are already in place across partner organisations. e.g. Data Protection Impact Assessment - NHS.net Connect (formerly NHSmail), M365 Copilot and Copilot Chat (Web) Acceptable Use Policy
4. Single Patient Record, London Care Record & UCP	
How are records shared, integrated and updated across SPR, LCR and UCP?	National SPR decisions remain under development. The single patient record is in its early design stages. The expectation is it will also include social care information.

	London Care Record access already exists across much of London. UCP integrates with EMIS and GP Connect to populate selected data automatically. Patients with UCPs can be flagged within integrated systems, although automatic clinician alerts for patient-created plans are not currently available.
5. Integrated Neighbourhood Teams (INTs)	
How can digital programmes better support integration across services?	Ongoing collaboration through neighbourhood digital groups, borough representation and local engagement arrangements, with further discussions offered to strengthen GP and stakeholder involvement.
6. AI and NHS Companion Governance	
How will NHS Companion AI be governed, trained, and maintained to ensure safe, accurate and locally relevant patient information?	Detailed information on how NHS Companion will be trained has not yet been published nationally. As a national NHS programme, we would expect it to be grounded in authoritative NHS content and supported by robust clinical safety, information governance and quality assurance processes. The ambition is for NHS Companion to provide patients with accessible, personalised health information through the NHS App; however, SEL would expect assurance that any future solution can appropriately reflect local services and pathways while maintaining patient safety and consistency. Any patient-facing AI solution would need clear governance, clinical safety assurance, content maintenance processes, ongoing monitoring and mechanisms to identify and correct inaccuracies as guidance evolves. Health content teams can help by reviewing and validating content, identifying guidance changes, supporting accessibility and patient-centred language, and providing expert input into governance and quality assurance processes. This will be particularly important as national arrangements for NHS Companion continue to develop. SEL's AI governance approach places a strong emphasis on fairness, transparency and responsible AI. Before adopting any patient-

	facing AI capability, we would want assurance that potential bias has been assessed, that diverse populations have been considered in testing and evaluation, and that ongoing monitoring is in place to ensure benefits are realised equitably and do not widen health inequalities. SEL ICB have clear and detailed process of requesting any software including AI and Automation whereby Cyber/Security, DPIA, DCB0160, etc. elements are captured where required.
7. London Care Record Expansion and Interoperability	
What are the future plans for expanding London Care Record access and interoperability across neighbouring systems (SEL & SWL) and care providers and can this be shared?	All Bexley partners have access to London Care Record today. SEL has also provided LCR access to some DVT staff (namely consultants) and in the month of June '26 accessed LCR(SEL) just under 2,700 times. Already two hospices have access to LCR(SEL) today, St Christopher's and Greenwich & Lewisham Community Hospices. SEL is currently working with Demelza Hospice so they may also access LCR via SEL. Other parts of London have also enabled hospice access. More details can be found at London Care Record Partners - OneLondon SEL can view SWL and SWL can view SEL information, via LCR as long as they have appropriate access. See the end of the FAQs for links.
8. NHS App Integration for Community and Federation Services	
How can community providers, GP Federations and other non-acute services integrate with the NHS App to provide appointment and document access?	Integration with the NHS App is led by NHS England and usually based on supplier integrations. In this case it will be the EPRs being used by these organisations that would need to be integrated with the NHS App. However, the technical architecture of the NHS App is currently centred on a patient's GP ODS Code, and developments would need to be done to this for patients to see GP Federation records for themselves. As above, it is down to the EPR integration with the NHS App. Where the EPR supplier has completed the integration and it is live in the NHS App, documents will automatically be available for these patients.

	We don't currently know about NHSE ambitions aside from what is in the 10-year plan.
9. Sustainability and Environmental Impact of Digital Healthcare	
What is the environmental impact of increasing digital healthcare services and infrastructure?	Across SEL, we are constantly thinking of the sustainability programme through migration of functions from 'on-premise' to the 'cloud' saving electricity, carbon emissions, etc plus enabling remote working solutions. The ICB works with GP practices to adopt digital transformation tools such as remote consultations which reduces the use and need for paper and makes these systems more sustainable. SEL ICT have also linked in with a charity – Community Tech Aid whereby devices are donated rather than 'landfill disposal' who then allocate to those that are digitally excluded with training, guidance, etc. this also ensures the sustainability requirements are being met. The ICB have also worked with the Good Things Foundation on digital inclusion. SEL ICB only procure devices that are 'Energy Efficient' such as monitors, PC/Laptops, printers, etc. SEL ICB have been working with partner and other organisations on paper light or being paperless with the use of digital devices reducing printing, electronic prescriptions, and future pathology requests, etc.
10. Digital Inclusion for Specialist and End-of-Life Care Services	
How can digital programmes better support hospices, specialist providers and patients with highly complex care needs?	Today, SEL hospices have access to the shared care record, LCR. The single Patient Record does not yet exist. Digital preferences of patients are always considered to best meet their needs appropriately. With patient-editable access to Universal Care Plan (UCP) now available, the UCP Service team will expand its work to help patients access their UCP through the NHS App. This will include staff training, strengthening links with voluntary sector organisations, and developing primary care readiness packs. As mentioned above, SEL hospices have LCR access today and are free to contact the LCR(SEL) service team for support. SEL ICT ensuring infrastructure such as the HSCN is available. SEL ICT through its Registration

	Authority team providing smartcard services to ensure the necessary clinical systems and applications are available.
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Useful contacts and links shared:

- Help, requests or onboarding of new partners, contact the LCR (SEL) service team via email: lg.selondoncarerecord@nhs.net
- For a walk through of LCR(SEL) watch this informative, excellent YouTube video: [SEL London Care Record Walkthrough](#)
- More information on patient editable access to UCP via the NHS app/NHS login can be found here: [Landing | Universal Care Plan](#)
- Here is the link to the National SPR page with all details available: [Home - NHS Single Patient Record](#)
- NHS Digital, NHS Ambassador, here is the link: [Become an NHS App ambassador - NHS England Digital](#) and contact: england.appambassadors@nhs.net

