

Digital Staff Activation Webinar

8th July 2026

Agenda

No.	Item	Presenter
1	Welcome, Introductions and Housekeeping	Lynn Demeda Director of SEL ICS Workforce Programme, GSTT
2	NHS 10 Year Plan – from Analogue to Digital	Nisha Wheeler Deputy Chief Digital Information Officer, SEL ICB
3	Introducing Digital Enablement for INTs in SEL	Rose Payne Digital Engagement Lead- Neighbourhoods & Integration, SEL ICB
4	Universal Care Plan (UCP)	Catia Albuquerque Primary Care Digital Project Manager, SEL ICB
5	London Care Record (LCR)	Angela Poland Associate Director of Digital Programmes, SEL ICB
6	NHS App - Primary Care - NHS App Integration	Sharon Sheldon Head of Digital Transformation (Primary Care), SEL ICB
7	Cross-Organisational Working and Available Digital Solutions	Pin Bhandal Associate Director of ICT, SEL ICB
8	Q&A session	All

NHS 10 Year Plan - from Analogue to Digital

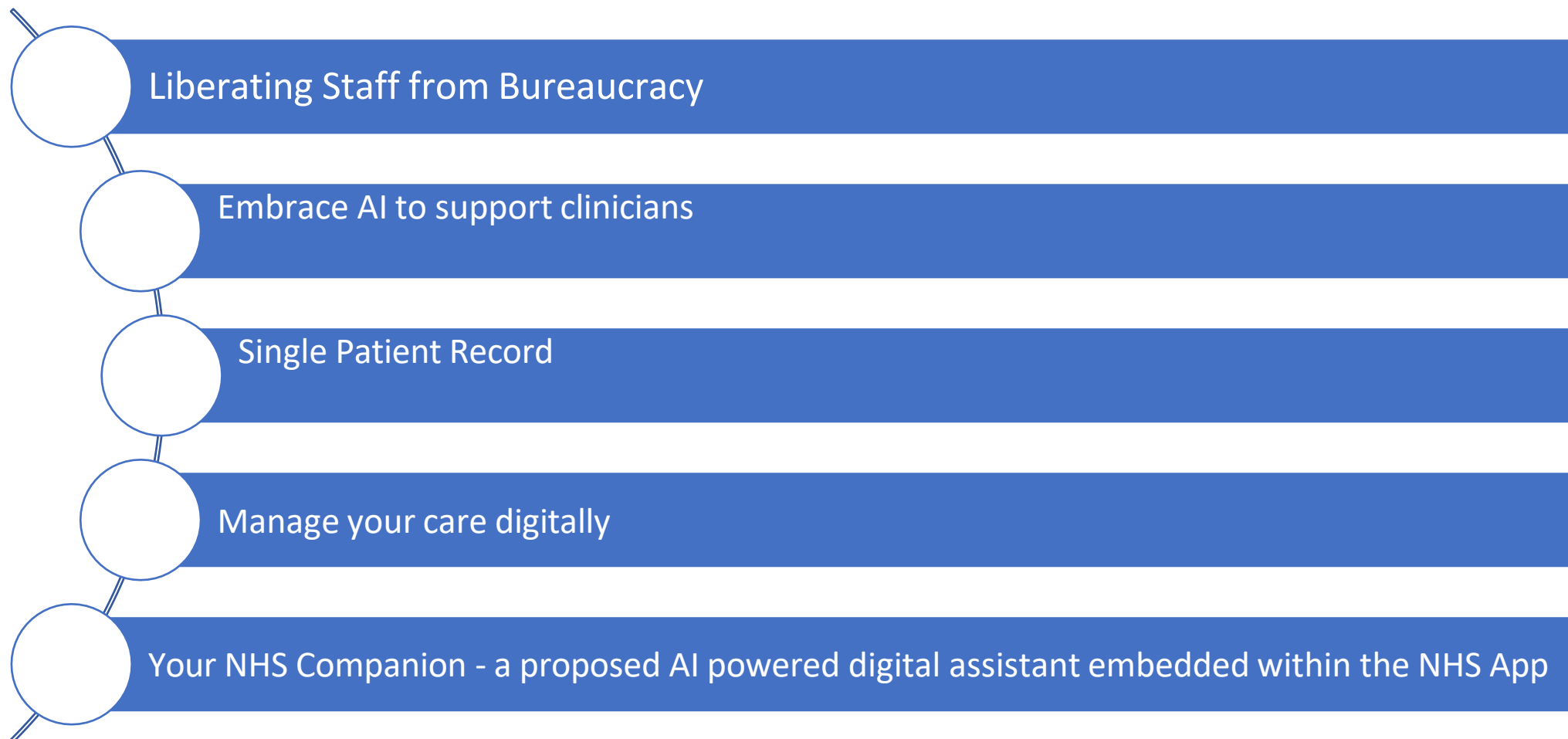
Nisha Wheeler – SEL ICB
Deputy Chief Digital Information Officer

- Modern technology has given us more power over our everyday lives. Most of us do our banking online, we stream TV on our laptops and phones, and we order our weekly supermarket shop online.
- The NHS 10 Year Plan recognises how technology has shifted power from producer to consumer and given us the ability to choose how we live our lives. Digital transformation and revolution is a key focus of the 10 Year Plan.
- In the next decade, the NHS is gearing up to not only catching up with the technological revolution but moving to be a world leader within it, by harnessing unique advantages of the NHS such as leveraging its world-leading data and procurement power and through this working to be the most digitally accessible health system in the world.
- The Plan intends to give everyone a virtual assistant, a ‘doctor in their pocket’ to provide 24/7 advice and guidance with the NHS App being the digital front door to the entire NHS by 2028.
- Wearable technologies are intended to be standard practice for preventative, chronic, and post-acute NHS treatment.
- Patients will be accessing care ‘digitally by default’, and everyone’s care will be digitally enhanced for those that are generally in good health and freeing up NHS services for those with the most complex needs.



- The Single Patient Record will bring together all patient information into one place with access for both clinicians and patients – delivering higher quality care and ability for information to be added to a patient record through clinically validated wearables.
- By 2028, the NHS App will be the digital front door to the NHS supporting patients to manage their healthcare requirements with confidence and communicate with their healthcare team with ease.
- Use of AI and automation will support the digital liberation of NHS staff from administrative burdens and clinical documentation and will transform staff experience, productivity and give them back control over their workloads.
- The NHS companion will incorporate translation services supporting patients with all their health information needs by ensuring they can manage their digital healthcare needs in their first language.
- Digital inclusion is a fundamental premise of the Plan and will be designed into the NHS App by default by co-creating it with patients from the outset.

Key Digital Deliverables for SEL

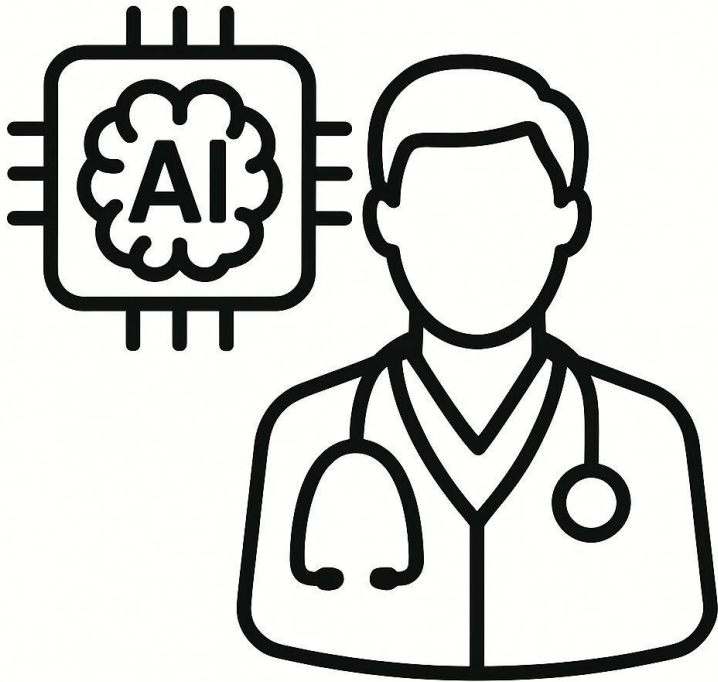


Liberating Staff from Bureaucracy

- Across SEL there is widespread usage of MicroSoft Copilot where evaluation results have shown clear benefits for those staff using the tool - from time savings to efficiency and productivity gains.
- Trusts and GP practices have also implemented AI and automation tools to reduce the need for manual repetitive tasks to improve productivity.
- Microsoft Copilot for Primary Care – funded licenses supported by NHSE allowing practices and PCNs to trial this technology for improving productivity and increasing administrative efficiencies. 432 licenses were deployed in FY25/26 with a further 1000 to be issued to practice staff in FY26/27.
- GP surgeries using automation tools for patient registration processes have reported reductions in the time to register patients from up to two weeks to around 72 hours, with most GP practices saving a minimum of 2-5 hours administrative time each week.



Embrace AI to support clinicians



AI solutions and tools have been proven to support clinicians in diagnostics, care planning and provide early warning systems for unsafe care. Ambient tools are also being explored to automate clinical documentation.

In recognition of this, as part of the Frontline Productivity Programme, the national team has recently issued a directive for all Trusts (ED and Outpatient departments) and General Practice to benefit from capital and revenue funding for Ambient Voice Technology (AVT) this financial year.

The Plan aims to position the NHS at the forefront of the global genomics revolution and establish it as the most AI enabled care system worldwide, with an expectation that all hospitals will be AI enabled during the timeline of the Plan.

To support this ambition, SEL has engaged the AI Centre for Value Based Healthcare to coordinate the governance and implementation of AI across our system, in accordance with the AI Framework ([AI framework](#)) which was developed collaboratively with stakeholders across the system earlier this year.

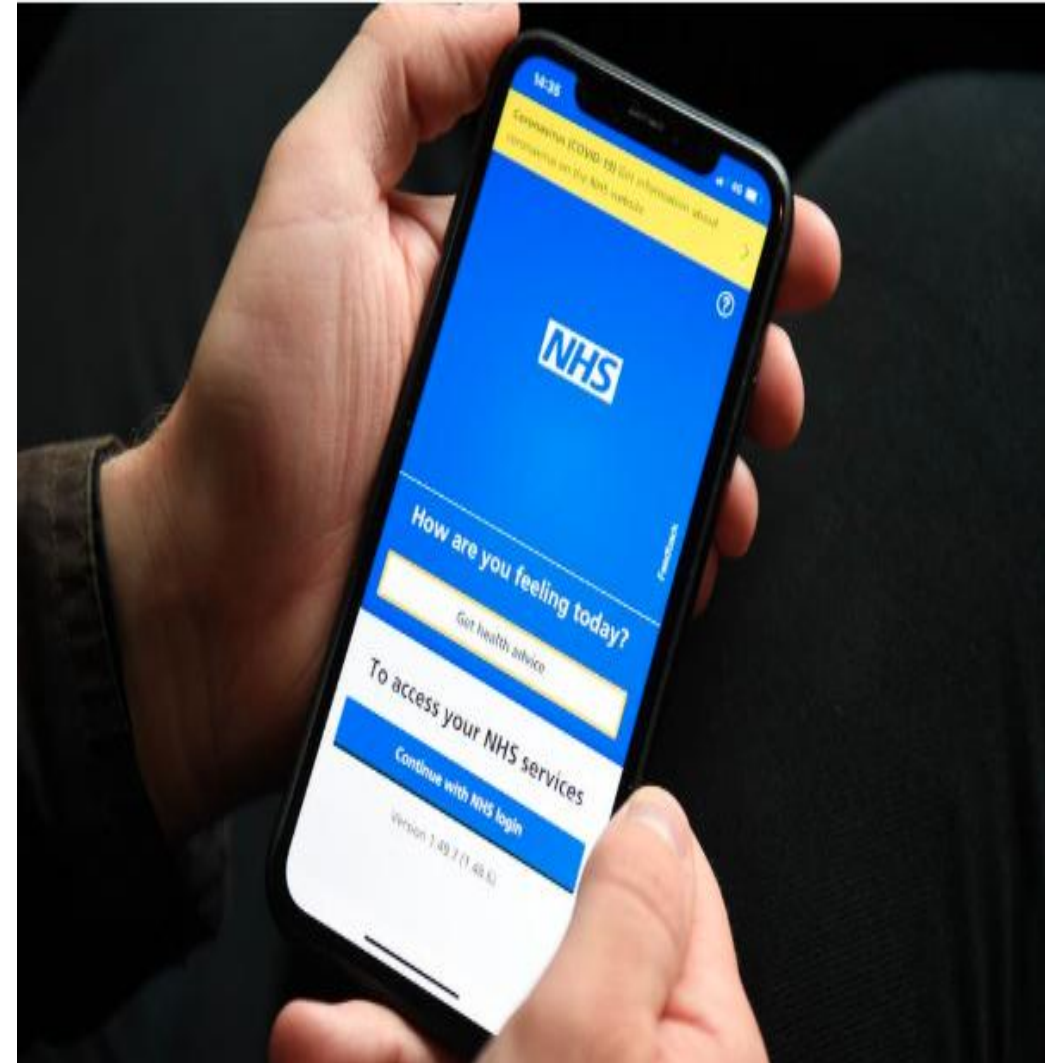
Manage your care digitally

- The Plan places significant emphasis on the NHS App and expects it to become the single digital front door to the entire NHS by 2028.
- The NHS App will support patients to manage their healthcare needs digitally with confidence and communicate with their healthcare team with ease.
- Over the course of the 10-Year Plan, patients will be able to manage appointment bookings, communicate with healthcare professionals, have their consultations online, view their care plans, self-refer for local tests and services and gain access to advice and guidance powered by AI once integrated into the App.



NHS App across SEL

- In primary care, 72.4% of the SEL population aged 13 and over have the NHS App. This is measured against a 65% target for the end of 25/26, and we are now tracking well ahead against a stretch target of 75% for the end of March 2027.
- Lewisham and Greenwich Trust (LGT) has integrated their Patient Experience Portal (PEP) into the NHS App enabling patients to see hospital letters, test results, manage appointments and access pre-assessment questionnaires. Since integrating with the NHS App, LGT has seen a 2% reduction in its DNA rates equating to 200 more appointments being seen per month.
- GSTT and Kings College Hospital Trusts are working on their integration of MyChart into the NHS App and have made some specialty appointments viewable via NHS App including allergy and dentistry. Further work to support full integration is ongoing and once completed will mean that patients can manage hospital appointments (view, cancel, rebook) and view test results alongside their GP information in a single app.
- SEL Mental Health and Community Trusts are working towards enabling NHS App integration within their systems once their EPR procurements have concluded.
- Staff across SEL are also being encouraged to sign up to be NHS App Ambassadors, where they will be supported to provide more advanced support to patients to use the NHS App. We currently have 121 NHS App Ambassadors for SEL and are keen to increase this. Sign up here: [Become an NHS App ambassador - NHS England Digital](#)



Single Patient Record



- The introduction of the Single Patient Record will provide clinicians and patients with a single, secure, and comprehensive account of a person's health history.
- This record will enable more coordinated, personalised, and predictive care reducing duplication and improving continuity of care.
- The architecture of SPR is currently being defined and could utilise existing technologies such as the Federated Data Platform, London Data Service, London Care Record and/or other shared care records.
- SEL is in a strong position to feed into the Single Patient Record as it has the second largest utilisation (over 778,000 accesses by SEL frontline colleagues in the month of March 2026) of the shared care record nationally and continues to work on enhancing usage through service enhancements and user feedback.

Your NHS Companion

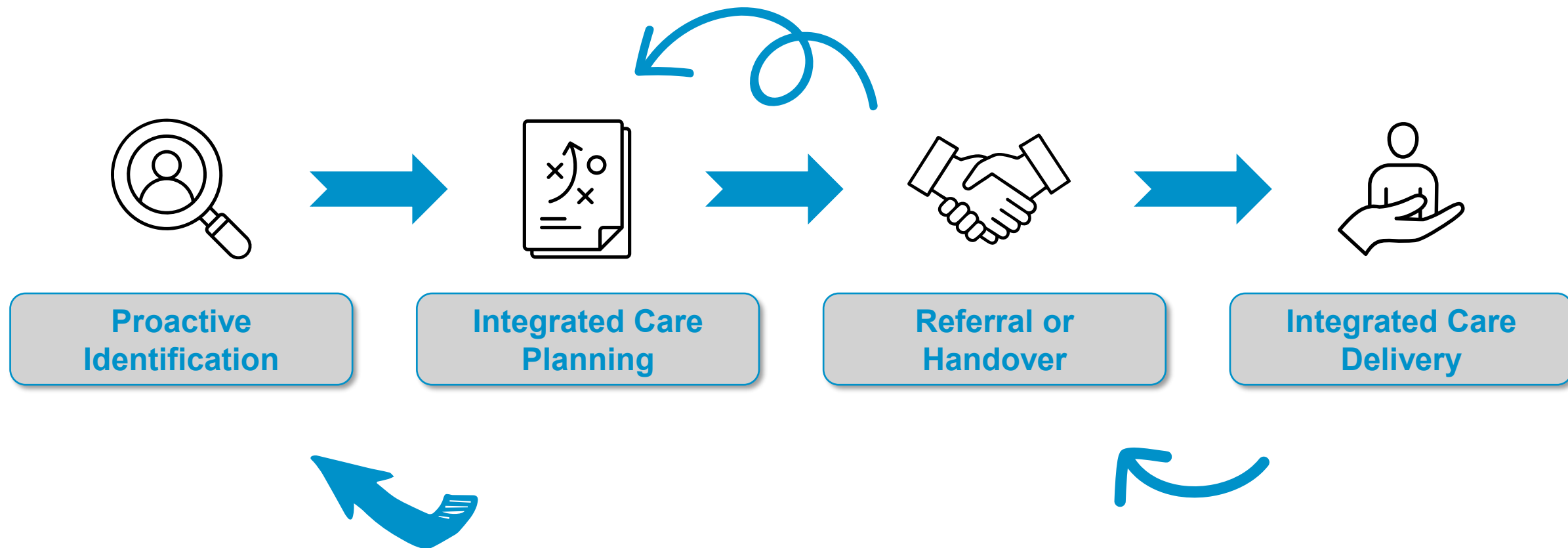
- The 10 Year Plan stipulates that our healthcare will be digital by default in the future.
- Digital inclusion is therefore a fundamental premise of the analogue to digital part of the Plan which states that the NHS App will be inclusive by default and co-created with patients from the outset.
- Introduction of the NHS Companion is an AI powered digital assistant embedded within the NHS App and designed to support patients in navigating their healthcare needs more confidently and independently using their first language through the translation service within the App.
- The NHS Companion will provide all the information a patient needs about a health condition if they have one or a procedure if they need one and will support patients to ask questions as needed, including any they may have forgotten about or felt too embarrassed to raise at an in-person appointment.



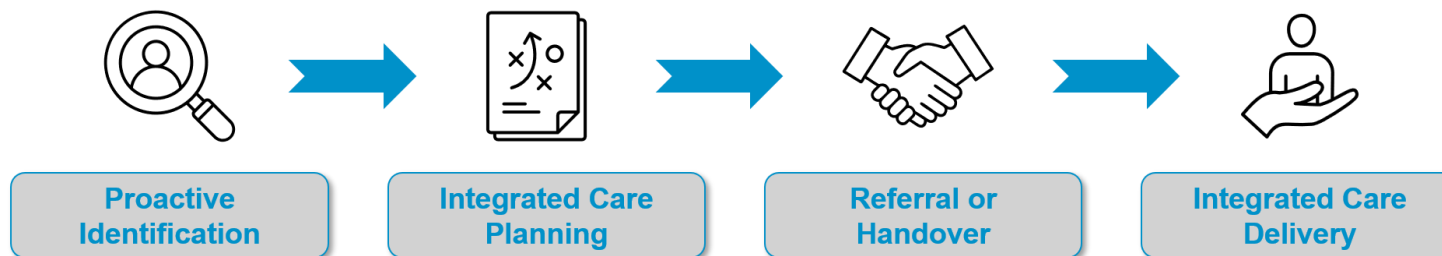
Introducing Digital Enablement for INTs in SEL

Rose Payne, SEL ICB
Digital Engagement Lead – Neighbourhoods & Integration

What does an INT that is not digitally enabled feel like?



What does an INT that is not digitally enabled feel like?



Team members don't know who they should support proactively



Team members don't all have the information they need to decide on and deliver a care plan



Team members can't communicate with each other or wider partners



Residents can't access appropriate wider local support via an INT, whether NHS, council, or VCFSE



Team members don't know whether a resident is making progress or deteriorating



Residents don't know what's happening next or how to reach the team when needed

Optimisation Requirements

Improve accessibility and usage of the **London Care Record** and **Universal Care Plans**

Integrate **ICE** into PCN and INT EPR instances to enable pathology and radiology orders from INTs

Improve resident empowerment through the **NHS App**, integrating more patient-facing apps and enabling self-referral

Improve primary and secondary care integration and information sharing through **project Dovetail** and **Epic MESH integration**

Align **Wound Management apps** across boroughs (where appropriate) to achieve economies of scale and greater consistency

Shared Transformation Priorities

Ensure INTs can make use of **Virtual Wards** and **Remote Monitoring**, including through integration with relevant EPRs and the NHS App.

Improve **interoperability** across all SEL EPRs, increasing visibility of key information and reducing duplication of data and effort.

Work towards a **unified referral platform**, with a centralised directory of services, enabling improved INT- and self-referrals to local services.

Align **Population Health Management** approaches, replacing multiple local reports, searches and dashboards, making use of AI where appropriate.

How will we progress these priorities together?

SEL ICB

Are we doing the right things, consistently, at scale across SEL?

- Set the overall strategy and priorities.
- Define shared standards and expectations
- Provide oversight, assurance and shared learning
- Establish shared capabilities and infrastructure

Boroughs and Integrators

Are we delivering solutions effectively and embedding them locally?

- Identify local needs, gaps, and priorities.
- Turn system priorities into practical delivery plans.
- Coordinate local partnership working across all key sectors
- Drive adoption and use of digital tools across partners

Integrated Neighbourhood Teams

Are our solutions making a meaningful difference to care for our population?

- Define what's needed in practice (clinically, operationally)
- Use digital tools to support MDT working, coordination, care
- Provide feedback and insight to shape how tools develop
- Ultimately, deliver more joined-up care for local residents

Universal Care Plan (UCP)

Catia Albuquerque, SEL ICB
Primary Care Digital Programme Manager

Universal Care Plan is a digital care plan that enables every Londoner to share 'what matters to them'.

Information is shared in real time across health and care services in London and can be updated at any time.

The UCP is available to all but is particularly valuable for individuals with long-term conditions and complex needs.



For Individuals

- More personalised, coordinated care
- Greater involvement in decisions
- Less repetition of their story
- Better outcomes tailored to what matters to them



For Professional

- Access to shared care plans
- Easy access to real-time information
- Improved relationships with patients



For Organisations

- Earlier access to information, reducing crises
- Fewer unnecessary hospital admissions
- Better interoperability across services



12 May 2026 - Patient-editable UCP access is now live. Patients across SEL can now create and edit sections of their own care plan, including "What matters to me" directly in the NHS App or NHS Login

UCP adoption across South East London is progressing well. 100% of GP practices now have UCP enabled, establishing a solid foundation for system-wide adoption. 49% of PCNs are currently enabled, with a significant number linked to federation EMIS systems which are actively being brought on board. Across federations, 63% are now UCP enabled and work to enable the remaining primary care organisations is underway. The focus is now shifting to extending UCP into care home settings, driving meaningful adoption beyond primary care and into the wider integrated care system.

Engagement

The SEL Digital team, in collaboration with the One London UCP team, has hosted a series of webinars catered for Practices, PCNs, INT teams and Care Homes.

- **Dec 2025:** Practices, PCNs & primary care teams covering UCP overview, MDT benefits and adoption next steps.
- **Feb 2026:** Care Homes covering UCP overview and how it supports joined-up care for residents. EOI submitted.
- **Mar 2026:** INT leads covering UCP purpose, multidisciplinary collaboration, care coordination and NHS App patient-editing.



A dedicated [SELnet page](#) has been created for UCP, providing a central hub of useful resources and information to support adoption across SEL. *(currently under review)*

London Care Record

Angela Poland, SEL ICB
Associate Director of Digital Programmes

A single, secure view of an individual's health and care information, accessed by frontline staff when providing care and treatment

NHS No 999 010 5901 Source MRNs (8) Gender M Born 09/11/1929 (92y)

Urgent Care Plan (UCP) exists

One London SWL - St George's OK Urgent Care Plan OK

Timeframe Results Layout Sources Encounters

All Records All Records Automatic All Sources All Encounters patient X Q Reset

Search Also in Reports

GP Records (1/10) Summary

Report Name	Performed by	Date Completed	Source
Patent Details		10/08/2022	TLCF

Shared Records Systems (0/1) Summary

Report Name	Source
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Social Care (0/2) Summary

Report Name	Performed by	Date Completed	Source
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Clinical Correspondence (1/5) Details

Report Name	Performed by	Date Completed	Status	Source
Discharge Letter	Phillips, Deborah Joan	20/06/2022	Completed	MKFT

Visit Diagnosis (0/9) Details

Diagnosis	Code	Status	Date Onset	Comments	Source
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Allergies & Adverse Reactions (0/3) Summary

Allergy	Substance	Severity	Date Onset	Source
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Visits (6/11) Summary

Location	Encounter Types	ADM Date	Source
Royal Free Hospital	Inpatient	05/08/2022	RFL
RD8-GH	Inpatient	21/04/2022	MKFT
Croydon NHS	INPATIENT	27/01/2022	CHST
RJ7 St Georges	INPATIENT	20/04/2020	STGH
Croydon NHS	INPATIENT	01/04/2020	CHST
RJ7 St Georges	INPATIENT	31/03/2020	STGH

Future Appointments (0/1) Summary

Appointment Date/Time	Source	Appointment ID
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Clinical Documents (1/1) Summary

Report Name	Performed by	Date Completed	Source
Letter Diabetes	Clinical Practitioner E, FBS	01/04/2020	CHST

Blood Sciences (2/36) Result Sets/Orders

Order Name	Date Resulted	Order Comments	Ordering Clinician
Urea and electrolytes, blood	09/03/2022 07:32:27 GMT	Clin Details:testing / Bleep or Phone:1111 / Add'l Clin Info: NOT FOUND / HIV Consent:NOT FOUND	Clinical Practitioner E, FBS

Community (0/0)

Report Name	Performed by	Date Completed	Source
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Community Referral (0/0)

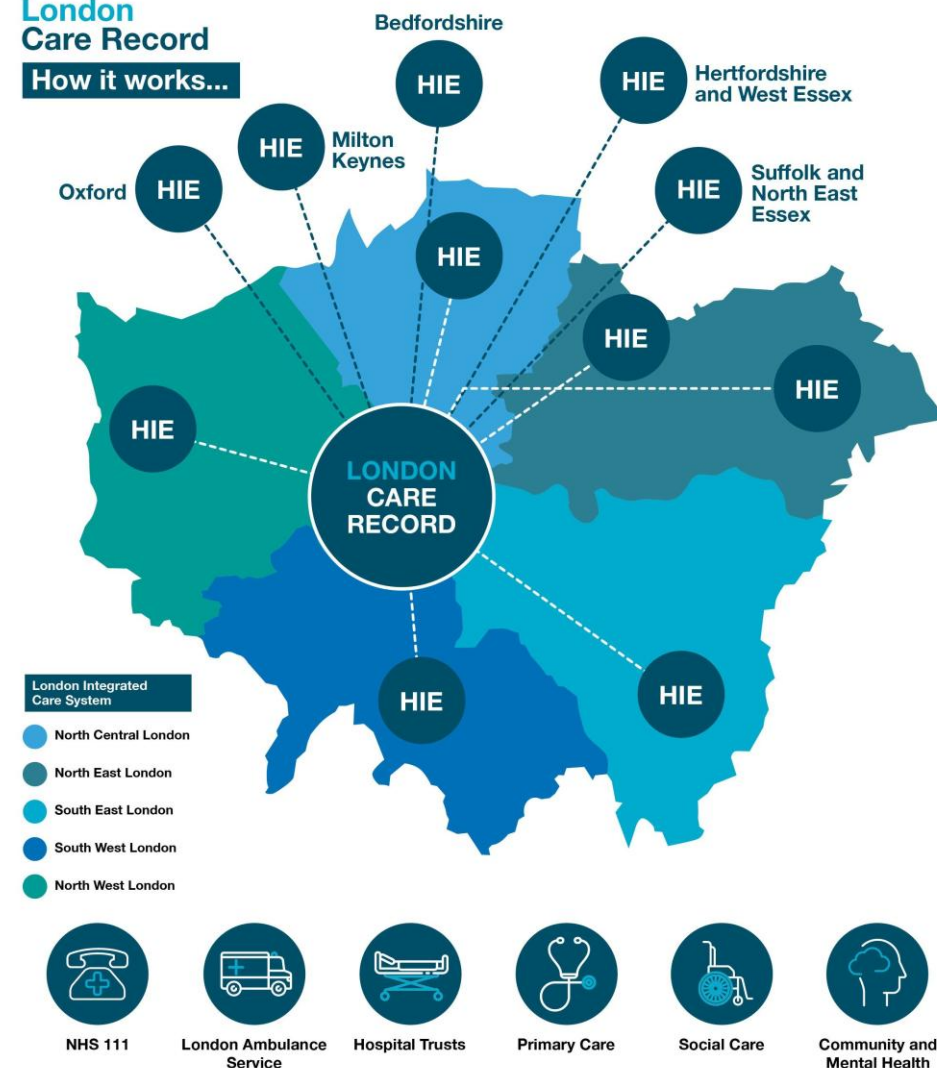
Referred to	Reason	Source System
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MH/LD Crisis Plan (0/0)

Report Name	Received On
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Cellular Pathology (0/0) Microbiology (0/1)

London Care Record How it works...



HIE Health Information Exchange

A shared care record brings together separate records from the different organisations involved in your health and care. The shared care records in London are based on a product called the Health Information Exchange (or HIE) from Cerner.

Access is ☒ Logged ☒ Monitored ☒ Audited

LCR(SEL) Support Help is available

For **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 go to

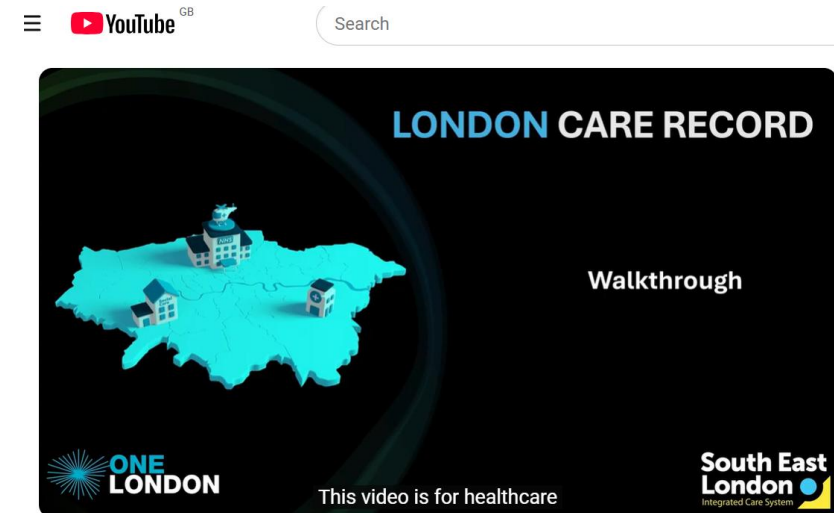
[\(8013\) LG SELondonCareRecord – YouTube](#)

For more information on London Care Record go to

[London Care Record – OneLondon](#)

And

[The London Care Record - South East London ICS](#)



NHS App – Primary Care

Sharon Sheldon, SEL ICB
Head of Digital Transformation (Primary Care)

NHS App Core Capabilities

Vision: Enable all 6 Core Capabilities



SEL Approach 2026/27

Appointment Reminders

Bookable appointments



To trial the release of at least 3 bookable appointments, namely, Cervical screening; Immunisations; Structured Medical Review

Prescription Management



To increase NHS App share of total repeat prescriptions by 5% by March 2027

Patient Messaging



Enable all available patient messaging options including batch and individual patient messaging

NHS App Update

Increase NHS App Uptake

NHS App adoption in South East London has progressed strongly, with the programme achieving its **65% target ahead of March 2026 deadline**. This was driven by coordinated system engagement and campaigns. Building on this momentum, the strategic focus is now shifting from registration growth alone to driving meaningful, consistent usage of core features such as **messaging, appointments, and prescriptions**. A new target of **75% uptake by March 2027** has been set, aiming to embed the NHS App as a routine access channel, to improve patient experience, and reduce pressure on primary care services

NHS Uptake including unassigned practices

Description	NHS App Uptake
National	75%
SEL ICB	72%
SEL Target March 2027	75%

NHS Promotion Material

NHS App promotional materials have recently been delivered to all GP practices and PCNs across SEL. The packs include leaflets, posters, and roller banners designed for use in patient-facing areas and community outreach activity, enabling practices to promote the benefits of the NHS App more consistently. Practices are encouraged to actively use these materials to support conversations with patients, increase awareness, and align local efforts with wider SEL campaigns, helping to drive

Cervical screening full digital communication pathway

- From 24 March 2026, cervical screening results can now be delivered via the NHS App where available
 - Patients receive NHS App notification when results are available. If message is not read for:
 - Results that require referral to colposcopy: a letter will be sent after 24 hours as a failsafe
 - All other results: a letter will be sent after 72 hours
- Some participants may also receive an SMS notification

NHS App Activities



Dedicated NHS App Page

- Plans are underway to develop a dedicated NHS App page on SELnet, providing a single, centralised hub for all support materials and updates relating to the App.
- This page will act as a “one stop shop” for practices, bringing together training recordings, user guides, FAQs and key communications in one accessible location.
- By consolidating resources, it will reduce the need for practices to search across multiple sources, support consistent messaging, and enable quicker access to the latest guidance.
- The page will also help promote adoption by highlighting key benefits of the NHS App—such as improved patient access, reduced administrative burden and enhanced digital communication—while ensuring staff have the tools and confidence to support patients effectively.
- This will also allow for linking to multiple areas such as national NHSE resources, developments to the NHS App and particularly the Wayfinder programme.



NHS Ambassadors Network

- Work is underway to establish a SEL NHS App Ambassadors and community volunteers’ network, aimed at strengthening local engagement and supporting wider adoption of the NHS App across SEL.
- This network will bring together practice staff, community partners, and volunteers to act as trusted advocates, helping to raise awareness and support patients with using the App.
- As part of this, a training needs survey will be circulated to identify current knowledge levels, confidence, and preferred learning formats across the network.
- This insight will be essential in shaping a targeted training offer that ensures ambassadors are well-equipped to provide consistent, accurate support.
- By tailoring training to identified needs, the programme will maximise impact, build confidence among ambassadors, and help create a sustainable, community-led approach to promoting digital access and reducing inequalities

Cross-Organisational Working and available Digital Solutions

Pin Bhandal, SEL ICB
Associate Director of ICT

Cross-Organisational Working

- What it is
 - Collaboration beyond organisational boundaries
 - Partnerships across networks and alliances
- Where it applies
 - NHS, public sector, and private partners (e.g. GP Federations, PCNs)
 - Multi-stakeholder initiatives (e.g. MDT's, INT's; national and local)
- Why it matters
 - Address complex challenges,, e.g. Cultural Differences, Technology barriers, etc.
 - Deliver shared objectives
 - Improve patient care
 - Reduce administration and duplication
 - Improve data quality
 - One size does/may not fit all



- Existing collaboration across boundaries
 - Working with different organisations inside and outside the NHS
 - Staff working across multiple organisations such as integrated teams and directorates/teams within SEL
 - Primary care staff working across PCN's, federations, GP Partnerships such as Nexus group, voluntary sector for Social Prescribing, etc.
- Leveraging Diverse Expertise or solutions
 - Utilising or enhancing solutions that are already in place
 - Utilises various skills and knowledge
 - Combines different resources, technology and perspectives
- Innovative Solutions
 - Leads to creative problem-solving
 - Improves overall outcomes

Existing Cross-Organisational Initiatives

- Local Authority integrations – Southwark, Lambeth, Greenwich and Bexley
- Multi-Occupancy Buildings – GP Practices, GSTT, LGT, King's, Oxleas, Bromley CIC and Local Authority buildings
- Clinical Systems in PCN's
- GP Federations Activities
- Shared Networks and Telephony - Utilizing VPLS/VRF, setting up Contact Centre's, etc.
- Federation/SAML Integrations – Datix, FDP, SELnet, etc.
- Shared Tenancy and Private Tenancy
 - SELnet – nhs.net federated with access to external organisations
- Recruitment and Payroll team supporting all London wide ICB's
- Wi-Fi Sharing and Integrated Neighbourhood Teams
- CCPL's and integrated teams using non SEL ICB devices but having access to SEL ICB email, Teams and SharePoint



Integrated Systems

- Federation between NHSmail platform and ICB. Syncing 'AllUserGroups' for every practice to SEL ICB private Tenancy for enhanced collaboration and access to solutions and features otherwise unavailable on NHSmail.
- Single Sign On (SSO) with various 3rd party Solutions. e.g. Telephony, Secure Printing, Federated Data Platform (FDP), DarkTrace (Cyber Security), Rubrik (backups), Halo.
- External Teams Channels for securely file sharing and collaboration with external organisations, e.g. HR Payroll & Recruitment cross working between SEL, NCL, NEL, SWL.
- Calendar Sharing with trusted external organisations. e.g. Local Authorities, NHSmail, providers, etc.
- Shared buildings with Local Authorities; allows us to support each other and share Wi-Fi networks, during periods of network downtime etc.
- Telephony Services
- Extranet e.g. SELnet including automation

