Independent Economic Evaluation of the London Care Record

Report update overview

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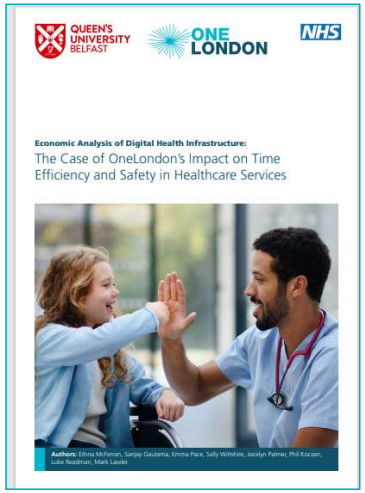
Background

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 key 'user-reported' benefits relating to **time-saving**, **quality** and **safety** outcomes.
- The evaluation was led by Dr Ethna McFerran – Post-Doctoral Research Fellow in Health Economics, supervised by Professor Mark Lawler – Professor of Digital Health.
- Report available on OneLondon website London-Care-Record-Independent-Evaluation-Report.pdf

Key findings

- Up to January 2023, the London Care Record saved up to **£2.1 million** a month worth of time
- Up to **£44.4 million** in total since it was introduced (up to March 2023), based on 27.5 million cumulative accesses.

In April 2025, OneLondon commissioned Queen's University Belfast to update the evaluation, with a specific focus on time-based benefits based on the latest NHS Staff Earnings estimates, NHS Workforce Statistics and London Care Record usage figures.

Methodology

The original Queen's University Belfast model for determining cost-based 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 other healthcare 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 on-costs beyond basic pay such as National Insurance contributions (13.8%), pension contributions (20.68%), and London weighting payments (HCAS)

This data was converted into a minute / hourly rate based on the assumption of a standard 40-hour work week and applied to 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 same methodology has been used for this updated version, using updated NHS Staff Earnings Estimates and NHS Workforce Statistics, as well as current London Care Record usage figures.

Findings

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

London Care Record
Up to
£135m
of time saved
(up to 3.3 million hours)

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

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. This** equates to up to **£4.6 million** per month (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 mixed scenario 1). This equates to up to **109,166** hours per month

Further information

Full report is available on OneLondon website:

London-Care-Record-Independent-Economic-Evaluation-July-2025.pdf