

Brendan can find and access his patient's data, quickly and safely

A centralised electronic patient record has helped to give a clear view of each patient's health at Lincolnshire Partnership NHS Foundation Trust.



Servelec's Rio is helping to make a difference to the lives of people with mental health and learning disability needs in Lincolnshire, by enabling the Trust to deliver more effective and innovative services.

Lincolnshire Partnership NHS Foundation Trust is the principal provider of NHS mental health, learning disability and social care services to more than 700,000 people in the county.

→ Introduction

In 2018, having decided that its existing electronic patient record system (EPR) had become too complicated and time consuming for users, the Trust began looking for an EPR that was streamlined, mental health focused and flexible.

→ A centralised EPR

Rio, Servelec's market-leading electronic patient record, provides one centralised electronic record for each patient that can be used across multiple care settings. By integrating data from other healthcare, social care and public sector systems, Rio helps to give a clear, holistic view of each patient's health. Information in Rio can also be shared easily with other providers, including those in primary care and social care. It gives patients access to information about their care too, enabling them to manage their health better.

The team at Lincolnshire had just six months to implement Rio, and with the help of Servelec, it migrated 250,000 patients into the system, including demographic, referral, appointment and assessment data.

→ Providing real-time patient information

Information is shared securely in Rio to provide healthcare teams in Lincolnshire with real-time patient information and alerts, supporting faster, safer decision-making at the point of care.

Today, Lincolnshire Partnership NHS Foundation Trust has a single, low-risk, clinically mature electronic patient record in place which supports best practice within mental health and community health care settings.

When we started the implementation process, it was soon evident that Servelec had really good project management procedures in place. The support from Servelec was second to none. We had clear milestones, and were able to deliver on our targets, thanks to their guidance.

We didn't quite realise how flexible the system would be. Rio allowed us to set out a series of phases of development, helping us to meet our strict deadline. The system has proven to be very user-friendly and intuitive. In the clinical portal, for example, we can get access to all the information we need about the patient, quickly and securely.

Carolyn Holmes, Head of Informatics at Lincolnshire Partnership NHS Foundation Trust.

→ The result

- > Medical professionals have access to up-to-date patient information at the point of care
- > The flexible and user-friendly system avoids duplication and errors caused by multiple records
- > Clinicians can make appointments in Rio which will automatically generate a letter to the patient – helping to reduce costs and improve efficiencies
- > Information is quick and simple to access when required

→ Inspiring others

As well as continuing to achieve greater integration with other systems, the Trust is also working with Servelec to create an interface into the Lincolnshire Clinical Care Portal, a secure system that provides health and care staff with a selected view of a patient's personal information contained in different health and care systems. This will help to further create the crucial joined-up view of a patient, at the point of care.

