



MPFT
DIGITAL

DCF PROGRAMME BI-MONTHLY UPDATE

- June 2025 -



Jack Gould

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RECENT UPDATES

Welcome to the June edition of the DCF Programme Update where we go through what we've been working on throughout May and June.

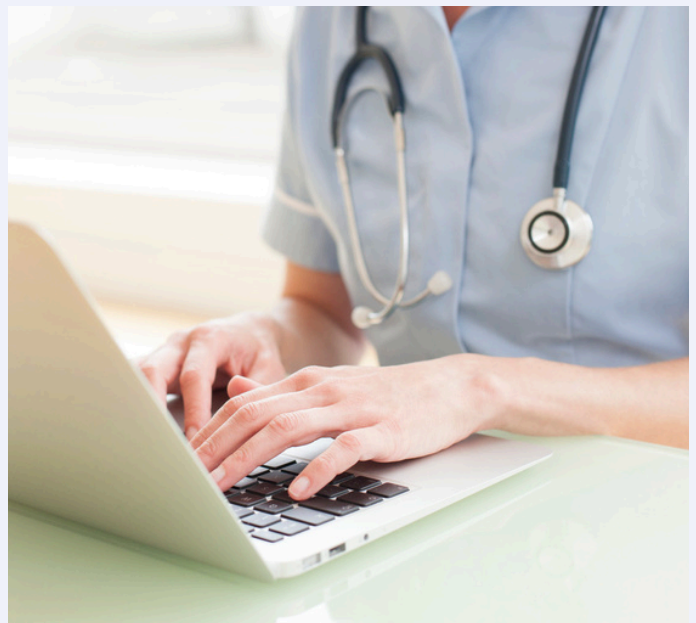
Since the last edition of the Programme Update, we have had a number of go lives across Hybrid Mail, NCRS Click Through and RiO Convergence. We've also been able to commence with the Access Intelligent Care Platform (AICP) pilot project. Read on for more information!

ACCESS INTELLIGENT CARE PLATFORM (AICP)

AICP is a new project which has commenced in June 2025. It aims to provide a comprehensive view of patient information from connected RiO systems. Our pilot will involve bringing together data across MPFT RiO and Shropshire Community Health NHS Trust RiO, enabling our staff to view details of care provided by the other organisation.

The AICP platform will surface the following information:

- **Alerts:** All active patient Rio alerts.
- **Key Contact Information:** All personal and professional contacts supporting efficient communication.
- **Allergies:** All recorded patient allergies. For the avoidance of doubt, these are allergies recorded in the core Rio Allergies function.
- **Appointments:** Historic and future booked Rio appointments.
- **Diagnoses:** All confirmed diagnoses recorded in Rio.



- **Referrals:** Open and discharged Rio referrals.
- **Progress notes:** AICP will surface the last 5 progress notes
- **Assessments panel:** Scope to be agreed during the implementation.
- **Active Care Plans** which are stored in the care plan module.
- **Mental Health section details**
- **Inpatients Stays:** Active and discharged admissions.
- **Demographics:** Core demographic patient details which are recorded in Rio.

The project will initially be piloted with the T&W Community MH Services / Dementia and BeeU.

RIO CONVERGENCE PHASE 2

Following the successful pilot to move over the MSK East Service onto RiO in January, the project team commenced work on phase 2, which saw a large number of teams and users in scope to be migrated onto RiO from their previous system. This included Community Nursing Services, Rapid Response, Heart Failure, Specialist Nursing and Ambulatory Wound Care, which equated to approximately 140 users.

Digital worked closely with service leads to scope, build, test and implement assessment forms, letters, clinics and waitlists into RiO, ensuring their requirements were met and the system was aligned to their needs. Thanks to the hard work and collaboration across both clinical and digital services, on the 6th of May, teams successfully went live, with floor walking support available to help with any issues or training needs.

Caroline Meddings, Operational Lead said:

“There was a lot of work needed during the project to transfer all of the nursing services to RiO and E Community - for the DN teams.

I ensured all changes and updates were cascaded in a timely manner to the nursing teams to ensure that everyone was prepared and trained ready for go live.

I also co-ordinated support from the wider MPFT team to visit and support the DN teams with inputting the patient schedules into E Community ready for the Go Live, which was a huge help to the teams.

We identified a challenge relating to communicating with the wider teams in RiO as we had done in EMIS, this was resolved by the business architects and IT team in developing a new task function, which after a few teething problems, which were swiftly actioned, this function is working well in RiO and we can task all the teams on RiO in East staffs.

It has been a challenge transferring over to RiO and E Community, the District Nursing teams are now working on 2 systems rather than 1. However, the go live went very smoothly and the feedback from the teams has been mostly positive with all teams have embraced the change.

From a reporting perspective, we are now receiving more robust data which is being collated from RiO, which will support decisions relating to our ongoing service delivery.”

Work is now on-going for the phase 3 teams, which aims to move services in a staggered approach between July and September 2025.

NCRS CLICK THROUGH

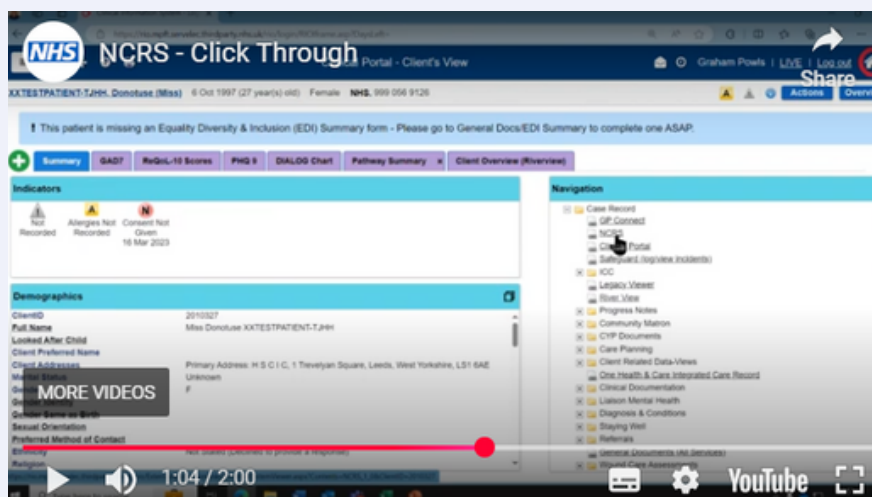
The National Care Record Service (NCRS) site provides a quick, secure way for health and care workers to access national patient information to improve clinical decision making and healthcare outcomes.

The NCRS has been in place for some time as the new Summary Care Record system. To enhance ease of access, a new Click-Through feature that is now available, allowing users to interact with NCRS while working within RiO.

We are pleased to announce that a new Click-Through link has now been added in RiO. This can be found in the case record on the left-hand side, making it even more convenient to access NCRS directly.

This will automatically filter NCRS to the patient that was being viewed in RiO, to save any requirement for manual searches. This update aims to streamline workflows and improve access to essential patient information.

Training information is available here: [NCRS Click Through](#)



HYBRID MAIL

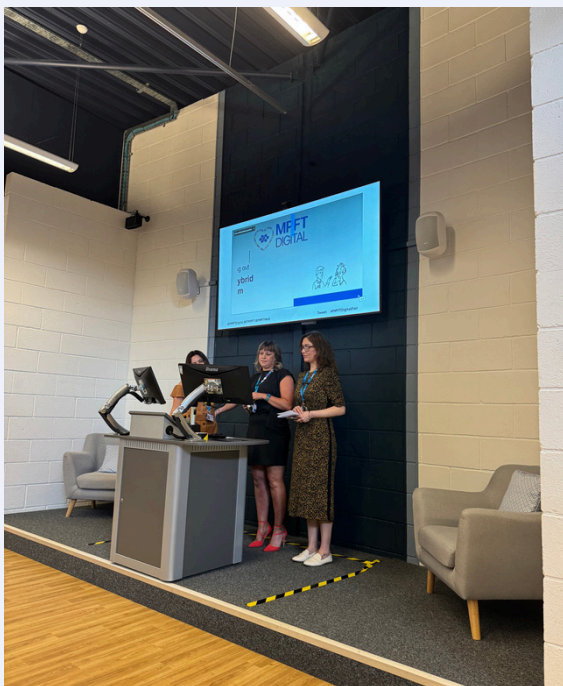
Phase 2 of the Hybrid Mail project is well underway, with successful go-lives now completed for the Autism, Sexual Health, Diabetes, Heart Failure (East), Occupational Therapy, Transitional Care Team, and CAMHS services.

The Diabetic Retinopathy Team, who were previously using a different hybrid mail provider, have now transitioned to our current supplier. This move not only delivers cost savings on a like-for-like basis but also opens up the potential to achieve further efficiencies through the use of Patients Know Best, allowing digital delivery of communications to registered patients.

We have encountered some delays due to limited capacity within certain teams to provide the required information within the original planned timescales. However, we've worked closely with these teams to ensure they remain within the current project phase without affecting overall delivery timelines.

Looking ahead, over the next month will see the go-live of the Paediatric Physiotherapy Team, Integrated Occupational Therapy, Perinatal Services, Community Children's Nursing, and Rheumatology.

Hybrid Mail provides significant time savings for staff, removing the need to manually print and post letters. If you feel that Hybrid Mail would be a good fit for your service, please contact: HybridMail@MPFT.nhs.uk



Digital Fair 29th April Hybrid Mail and Patients Know Best presentation with Sarah Hassall (Project Manager for Hybrid Mail), Anu Sandhu (Patients Know Best Project Manager and Rebecca Barber (Senior Medical Secretary/PA)



Digital Fair 29th April Hybrid Mail (Funasset company and SPS Global) stand.

Click here to read the Funasset Case Study with MPFT - <https://funasset.com/media/news-article?id=600113>

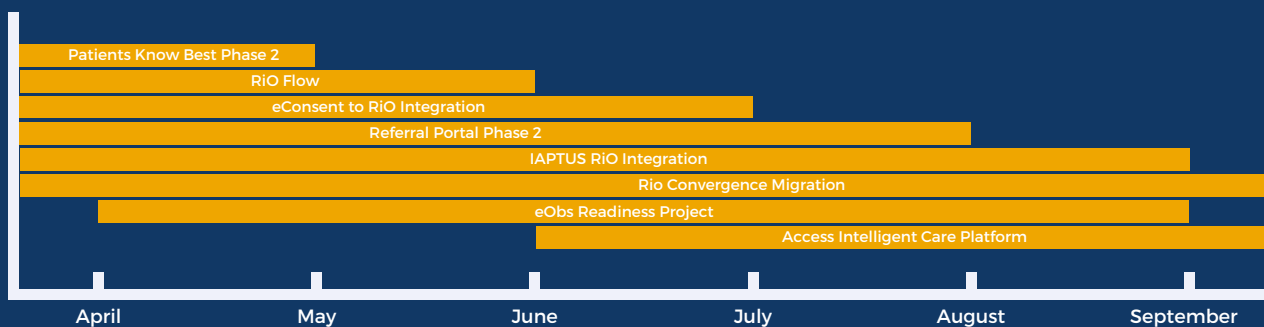
PROGRAMME UPDATE

Hybrid Mail Phase 2 is progressing well, with recent go-lives across Autism, Sexual Health, Diabetes, Heart Failure, Occupational Therapy, Transitional Care, and CAMHS. RiO Convergence Phase 2 launched on 6th May, migrating 140 users to our core clinical system. The National Care Records Service click-through is now live in RiO, streamlining patient info access and reducing logins. Current priorities include RiO Convergence Phase 3, Patients Know Best go live with the 0-5 service, continuing the Hybrid Mail rollout, and finalising Referral Portal Phase 2. We've also started the Access Intelligent Care Platform (AICP) project to integrate patient data across MPFT and Shropshire Community NHS Trust. Patients Know Best Phase 3 begins in July, focusing on digitising letters alongside Hybrid Mail. We're also exploring SmartNotes Ambient AI to reduce time spent on clinical note-taking.



Jack Gould

DCF Programme Manager



PROJECT UPDATES

PATIENTS KNOW BEST (PKB) PHASE 2

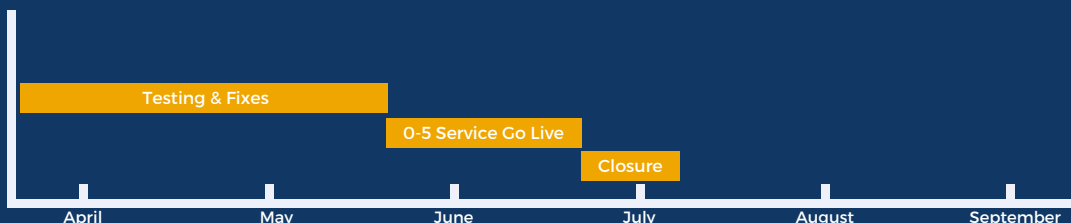
Brings together patient data within a secure Personal Health Record (PHR) which integrates with the NHS App. This provides patients with easy access to their data. Piloting with additional teams.

Update: A small cohort of the staff were trained on PKB and started using this in May, however to full go live is scheduled for the 17th of June. The remaining service will go live on the 17th of June.



Anu Sandhu

Senior Digital Project Manager



Benefits:

Data sharing with other systems

Improved access to self care materials

Improved patient and clinician interaction

ECONSENT TO RIO INTEGRATION

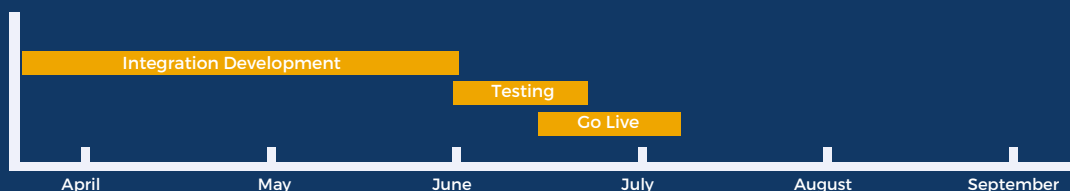
Enables eConsent vaccination data to flow from the School Immunisation Team eConsent system into RiO against assessment forms.

Update: After further analysis with Children's Services, the perceived benefits are no longer valid, as staff would still need to login to separate systems (CarePlus) to view vaccinations given outside MPFT. Project has been closed prematurely and resources reallocated.



Jack Gould

DCF Programme Manager



Benefits:

Reduced Time Spent Obtaining Information

Core EPR has up to date information

Data available in RiO for reporting

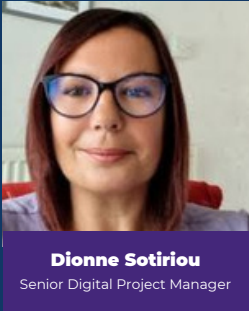
Information flows into RiO overnight, providing quick access

PROJECT UPDATES CONT.

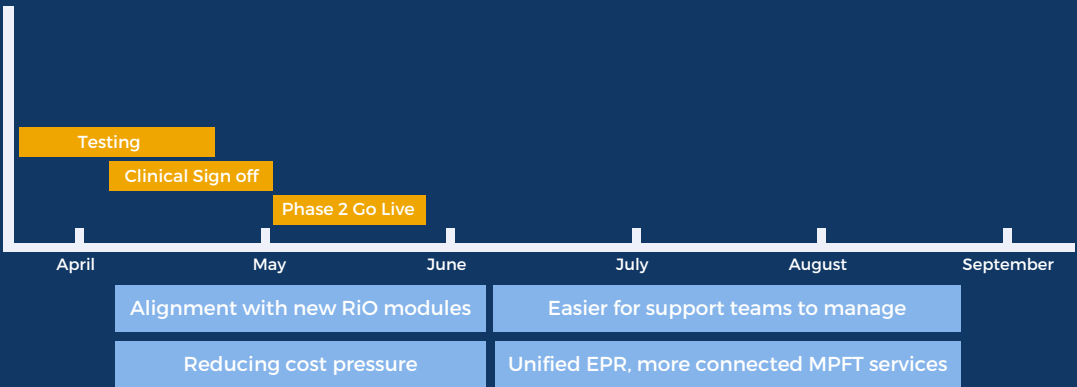
RIO CONVERGENCE ●

Migrating users from services using other systems onto the Trusts Primary EPR, RiO. Project will begin with a pilot team before expanding to other services.

Update: Phase 2 services successfully moved into RiO on the 6th of May 2025. This saw approximately 140 users migrated. Phase 3 is now underway, aiming to move services between July and September.



Dionne Sotiriou
Senior Digital Project Manager

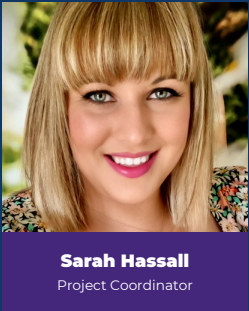


Benefits:

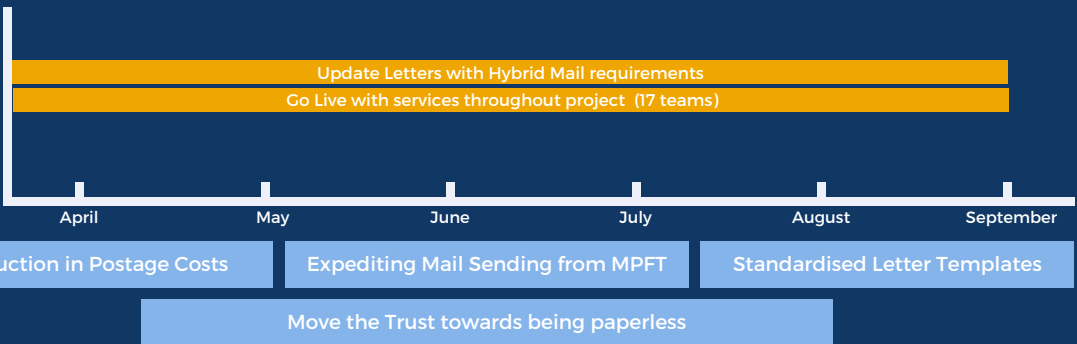
HYBRID MAIL ●

Complete the deployment of the Trust's Hybrid Mail (and integrated Docman) solution across all Trust Services

Update: Hybrid Mail has recently gone live with Autism, Sexual Health, Diabetes, Heart Failure, Occupational Therapy, Transitional Care, and CAMHS. Work continues to rollout at pace.



Sarah Hassall
Project Coordinator

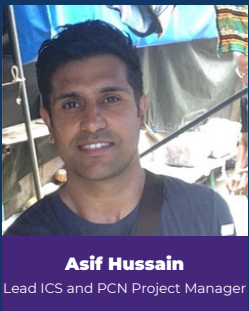


Benefits:

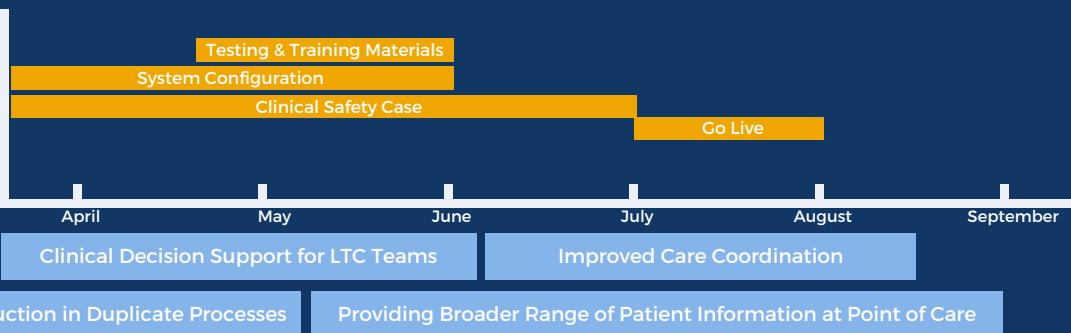
IAPTUS RIO INTEGRATION ●

Provides a click through from RiO to IAPTUS Shropshire instance, and visa versa. Removes the need to login to separate systems.

Update: Training materials drafted and support process finalised with Clinical Systems Support. Clinical Safety Case is nearing completion and go live is currently scheduled for the 7th of July.

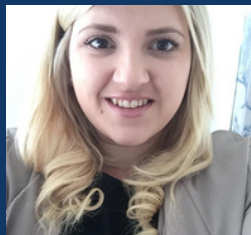


Asif Hussain
Lead ICS and PCN Project Manager



Benefits:

PROJECT UPDATES CONT.

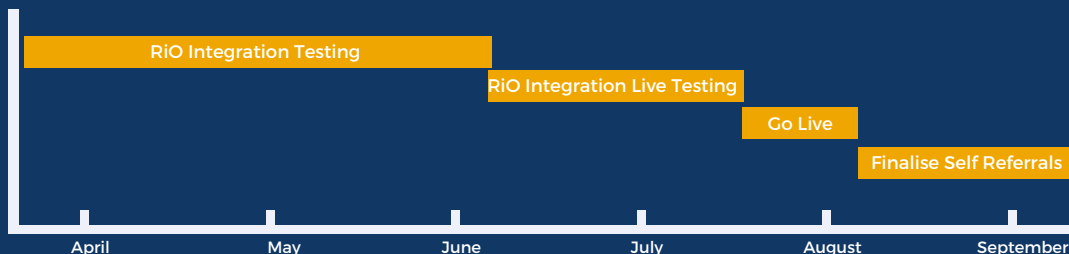


Beth Jenkins
Senior Digital Project Manager

REFERRAL PORTAL PHASE 2 ●

Providing additional functionality to MPFT's Referral Portal including automated referral uploads into the RiO Clinical System and the ability to upload multiple documents

Update: RiO Integration testing in UAT is complete, with deployment APIs and live testing planned after the 27th June Gateway. Self-Referrals is ready, but NHS England's SCAL request may delay the August go-live. Revised timeframes will be presented in the gateway.



Benefits:

Referrals automatically sent to RiO

Ability to upload multiple documents

Patients able to self-refer into relevant services

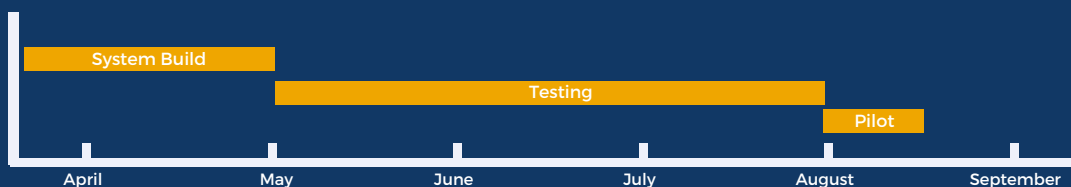


Dionne Sotiriou
Senior Digital Project Manager

RIO FLOW ●

Flow is a Bed Management Tool that aims to highlight bed occupancy, capacity wastages and provides a digital whiteboard that can be used as a dashboard to provide 'at a glance' information.

Update: The project has been marked as red due to varying levels of engagement from wards, due to operational pressures and competing priorities. We're working closely with the supplier to enhance engagement, align expectations, and revise timelines where needed.



Benefits:

Enhanced Bed Capacity Utilisation

Real time Patient Flow tracking

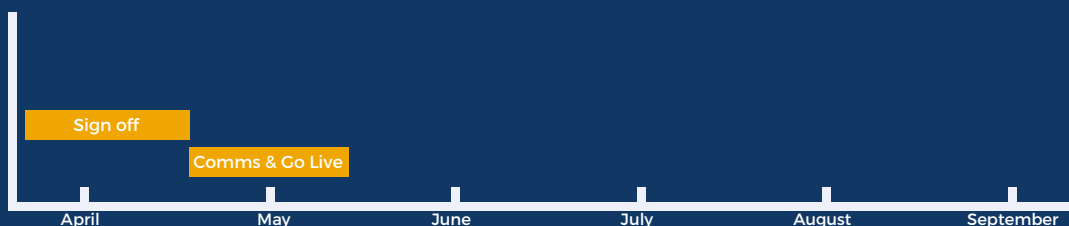
At a glance patient status serves as early warning system

Enhanced Patient Safety

NCRS CLICK THROUGH ●

Providing a 'Click Through' from RiO into the National Care Records System (NCRS) to allow staff to view patient information across regional ICS boundaries that is automatically filtered to the patient.

Update: The NCRS Click Through has now been made live to RiO users and can be accessed from the client record page. Initiative now closed and comms campaign underway.

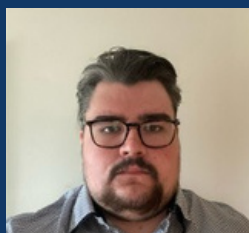


Benefits:

Automatically filters to relevant patient

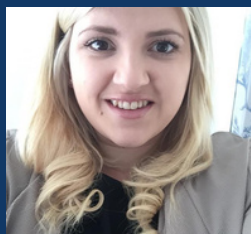
Improve decision making speed

More information at the point of care



Jacob Hayes
Senior Capital Project Manager

PROJECT UPDATES CONT.



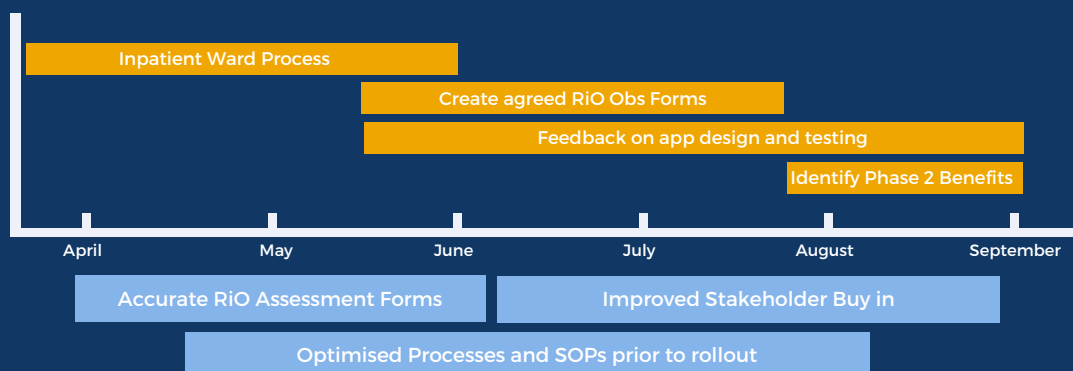
Beth Jenkins

Senior Digital Project Manager

EOBS READINESS PROJECT ●

This project aims to ensure RiO forms and ward processes are updated in preparation for the rollout of the eObs app. Additionally, MPFT will work with the supplier on the app design and testing.

Update: Project team have continued working with the supplier to feedback on the app development. Work is also on-going with 'as is' and 'to be' process mapping with the wards.



Jack Gould

DCF Programme Manager

ACCESS INTELLIGENT CARE PLATFORM (AICP) ●

The AICP platform will surface data from both MPFT and SCHT, allowing staff to have more information available about care given by other providers.

Update: Project approved at the Programme Board in June. There is a kick off meeting on the 20th of June. Work has already commenced pre-project to start some of the test environment set up.

