

A decade of Digital Care

Rio, from Servelec, provides the core Electronic Patient Record (EPR) for the 290,000 children and adults that receive family community services from Children and Family Health Surrey.



Bringing Children and Family Health Surrey's community together for Digital Care.

Our Rio Electronic Patient Record has underpinned CSH Surrey's community service to children and families for ten years. Each child is supported by a completely personal digital health record. CSH Surrey became Children and Family Health Surrey in 2017 and began transitioning towards integrated health and social care, and continued its journey with Servelec.

→ Introduction

CSH Surrey is a co-owned, not for profit social enterprise that has provided community services on behalf of NHS Surrey since 2006. United in the belief that giving better access to public services creates better outcomes, Servelec and CSH Surrey have worked together since its inception, building an EPR that could provide a full and accessible view of a digital child health record. In 2017, responsibility for children's health was transferred to Children and Family Health Surrey, where services are provided under one contract by three established NHS providers in Surrey: CSH Surrey, First Community Health and Care and Surrey and Borders Partnership NHS Trust.

CSH Surrey chose the Rio Child Health solution to enable the team to build an interoperable, flexible solution in 2006, and Children and Family Health Surrey continues to do so. As part of the HM government devolution area, Surrey Heartlands, CSH Surrey is journeying towards integrating its health and social care services.

→ How Servelec helped

Servelec worked closely with CSH to develop a solution for the team that was as unique as the challenges it faces. Rio Child Health provides full support for personal child health records from 0 to 19 years old. From pregnancy to birth, Rio captures all information relating to antenatal and newborn visits and activity, along with any details of congenital birth defects and neonatal interventions.

Rio also transfers details from the National Newborn Screening Service, ensuring better data quality and reduction in errors. Children and their parent, or guardian, receive automatically generated immunisations or health review appointments through Rio, and if they are missed, they are rescheduled as standard. All outcomes from the appointments are recorded into Rio, which is quick and convenient for the practitioner. Rio also supports specialist teams such as Occupational Therapy, Physiotherapy and Speech and Language Therapy and manages appointments following a GP referral.

🗨️ Rio has provided our teams and clients with immediate benefits: all information is there at the point of care and support we give to children and their families 🗨️

→ The result

- > Rio helps clinicians to see all the information in one place, rather than having to log in to separate systems, which has proved crucial
- > All health reviews and immunisations are automatically scheduled, so no child is missed, which has improved quality and consistency of care
- > Reports are run daily, ensuring that all new births have been registered and no child's screening test has been missed
- > Blood spot results are uploaded directly from the lab into Rio, which means no time delays

→ Inspiring others

The ongoing clinical involvement from implementation ten years ago to present day has enabled Rio to develop in partnership with CSH Surrey and has ensured true interoperability with other existing systems including with GP systems.

