Council of Governors
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Confidential/ public paper:	Public
Report Title:	Rio programme update
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Vision and values:	The Trust vision is to ensure **we work together** for service users. Digital systems allow patient and staff information to be shared and analysed securely to improve clinical decision, ensuring **we keep improving.** Providing equitable access to digital services to all our stakeholders and specific reasonable adjustments when required, ensures **we are inclusive,** and we provide **respectful and kind** care**.**
Purpose:	The purpose of the report is to update the Council of Governors on the progress of the Rio Programme.
Executive summary:	The Trust successfully went live with Rio on 25 March 2025, on time and within budget. The success was due to the widespread engagement that had occurred throughout the organisation. This is a result of the hard work of Rio champions, clinical leadership, digital colleagues and operational and clinical staff. The go-live key performance indicators (KPIs) were met and have received positive anecdotal feedback. At the Board of Directors in April 2025 further investment for the Rio optimisation was agreed. The Rio programme Board has: • Implemented the connector between Rio and the talking therapies system. This means staff can get a more holistic view of the care of patients. • Hired project management services to assist with optimisation. • Received an assurance report on the status of reporting. • Closed the risk (**5399**) on the deployment of Rio and created, validated and approved a new risk (**5462**) • Produced a draft plan for the optimisation period. This is now being validated with all stakeholders. Additionally, a celebration event took place on 23 May 2025 attended by the Chair and the Chief Executive.

Which strategic objective does the item primarily contribute to:					
Effective Use of Resources	*Yes*	**X**	*No*		
Deliver Outstanding Care	*Yes*	**X**	*No*		
Great Place to Work	*Yes*	**X**	*No*		
Reduce inequalities	*Yes*	**X**	*No*		

What is the contribution to the delivery of standards, legal obligations and/or wider system and partnership working.

Increasingly digital clinical systems are used to share patient information to deliver outstanding care. With the introduction of Rio, there will be the ability to take part in the Shared Care Record and provide a Patient Engagement Portal.

There is a legal responsibility to share information in the interests of providing care to patients and to keep patient and staff information secure and private. Partnership working is in place by securely sharing patient information to dashboards and for analysis by the ICS and the provider collaboratives. This requires technical work underpinned by useful information governance and cyber security.

Board assurance framework (BAF) and corporate risk(s):	**5462:** There is a risk that the Rio optimisation phase does not deliver the expected benefits or introduces additional safety and efficiency challenges to existing clinical pathways. This could result in unsafe changes that put service users at risk, an unacceptable burden on staff and/or additional costs. **5401**: There is a risk that all corporate and clinical services cannot operate safely because technology is unavailable due to a cyber security incident. **BAF021a:** There is a risk of failure to ensure digital systems are in place to meet current and future business needs, caused by failure to develop and deliver an up-to-date modern digital strategy and systems and processes to support its delivery, resulting in poorer clinical safety, quality, efficiency and effectiveness.
Any background papers/items previously considered:	Updates are provided on a monthly basis to the Board of Directors.
Recommendation:	The Council of Governors are asked to: • **Note for assurance** the updates provided on the Rio programme.

RIO programme update

RIO Go Live – Successful go live 25 March 2025. Go live key performance indicators (KPIs) were met.

Rio now offers:
➢ Quicker access to all service users' records Real time access to service user information and lab results
➢ Timely service user registration and appointment scheduling
➢ Faster communication with other services.

RIO celebration event - 23 May 2025

RIO go live

Positive anecdotal feedback received:

"After using Rio, you realise how straightforward and user friendly the system is. I really love that we can see all our notes in one place."

"Better than expected"

"As a team we have focussed on the basics but looking forward to seeing how we can use the system for the team/service users"

"Rio is easy to use and intuitive"

- ✓ **Low number of clinical safety incidents** attributable to the new system
- ✓ A **limited number of priority one incidents**
- ✓ An **increase in the number of patient reported outcome measures**
- ✓ **No significant drop-in clinical activity** (Admissions to wards and referrals to CMHTS)

So… what have we done since?

➢ Connected Rio to IAPTus - So our teams using RIO are connected to the Talking therapies system . This means staff get a more holistic view of the care of patients

➢ External reporting is in place; we are meeting our responsibilities nationally – Not having a gap in reporting is unusual and a key indicator of a high-quality data migration

➢ Developed a Rio optimisation plan, approved at April Board committing resources to expedite optimisation and underlines the organisations commitment to delivering the expected benefits

High level next steps / optimisation plan	
Milestone	**Forecast date**
Rio Upgrade	**June 2025**
Assessment Forms	**July 2025**
Decommission Insight	**July 2025**
Training (includes needs analysis, new eLearning modules)	**August 2025**
Patient Flow Module	**August 2025**