

Find out more about our new Electronic Patient Records system



Cito is our new computer system for creating, updating, and storing patient records. It is going to be used from 5 February. We already have a computer system to handle this type of work, but we believe that Cito will be a big improvement for all the people we support as well as our staff. Cito was designed especially for our Trust and our clinicians have been involved throughout the development process. We also consulted patients and carers early in the work and they were involved in the development and testing stages. We have been working with them again through our Cito Co-Creation group more recently. It really is our system and we're proud of it for many reasons. These are the ones that we've been told are most important to patients and carers:

It's all about the individual. We have moved away from all teams recording things separately, so in Cito you will have one care plan, one safety plan and so on. This means that whenever contact you or meet you we should always have the most up to date information and be able to help you in the best way.

Fast and accurate searches. The new computer system has much better searching ability, this means clinicians can search using key words to search every document or note and find the information they need.

Working together. Cito was designed with collaboration at the forefront. Certain parts of the system such as the patient profile, DIALOG assessment, the single care plan and safety plan should, where possible be completed with you. There are sections throughout the whole system to capture your views and feelings, and those of your carer or others, to ensure they inform shared decision making.

Fewer repeated questions. Once certain information is recorded in Cito it automatically fills in other spaces in the system which need the same information. For example, if you tell one clinician that you have any needs around reasonable adjustments it will be updated everywhere that the information is needed. You'll still be asked if things to do with your health have changed but this will be kept to a minimum.

Gold standard guidance. Clinical guidance and gold standard examples have been included right throughout the system as well as links to national best practice guides. This means you and the clinician you are working with can make sure what you are doing is informed by best practice. This is a great resource!

Reminder messages. The system has been built to incorporate clinical pathways and decision support right throughout. What this means in practice is clinicians will get messages to support them by reminding them when important actions are due. More of these will be added over time.

Carer pathway. We understand the important role carers play in the lives of those accessing our services. We have worked closely with carer groups to define a carer pathway and a dedicated tab on the patient profile to capture carer information, needs, preferences, contact arrangements and their goals.

Regular consent and sharing preferences updates. Updates like these are very important so prompts reminding clinicians to check that you've been asked for your consent preferences have been built into the system. Partial consent can be indicated.



If you have any questions about Cito please ask.

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Data remains secure. Our old system was very safe and nothing has changed – keeping the people we care for safe is our top priority and that includes looking after their data.

Is Cito finished? No, like all computer systems it will be getting updated regularly and we plan to add features like a patient app that will help people to access messages and their records. These extra improvements could take time as developing them well is complicated work but as the updates are made we'll keep you informed.

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