

CUTLERS HILL SURGERY

NEWSLETTER

www.cutlershillsurgery.co.uk

ACCESS

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Bank Holidays—the practice will be closed on the 26th August 2019

Please remember to cancel your appointment if you can no longer attend or do not need the appointment.

IMPORTANT INFORMATION

New Clinical System at Cutlers Hill Surgery

We are changing our patient records system. These changes will affect all patients at Cutlers Hill Surgery.

At the end of AUGUST 2019 Cutlers Hill Surgery will be moving to a new clinical records system called SystemOne.

Benefits of the new system

SystemOne is an improved system with more functionality including a better appointments system and access to the Prescription On Demand (POD) system. SystemOne also allows for better sharing of patient information across our Primary Care Network called SWAN (South Waveney Alliance Network). All five SWAN member practices will be delivering an extended hours access appointment service from the 1st September to help with patient access to GP services.

Doctors Appointments

During the change over period, from the 19th August to the 'Go Live' date of 29th August, patients will find they will have limited access to appointments and will not be able to book pre-bookable appointments until the 'Go Live' date of 29th August. However, during the change over period the practice will still have access to its current clinical system and will still be able to run it's 'Same Day Team' triage service for emergency and urgent appointments.

If you have any doubt that your condition is urgent please call the surgery.

Nurse appointments

During the changeover period, from the 19th August to the 'Go Live' date of 29th August patients will not be able to book review appointments for Long Term Conditions, these will be bookable from the 29th August. However, patients will still have access to the Practice Nurses for dressings, vaccinations and urgent treatment for minor injuries.

SYSTEM UPDATE CONTINUED

Prescriptions

The practice would very much appreciate it if patients whose repeat medication is due during the last two weeks of August, could order their repeats by the 13th August.

Online Services

Online services will be unavailable from the 29th July. Patients will need to re-register for online access from the 29th August.

Referrals

During the change over period from the 19th August to 29th August, the practice will only be able to process urgent two week referrals, all other referrals requested during this period will be processed from the 29th August once we 'go live' with SystemOne.

New Registrations

The practice will not be able to accept new registrations from the 12th August until the 29th August. New patients who need to be seen urgently will be seen as a temporary patient, but the practice will not have full access to patient records.

Protected Time Dates 2019

The surgery will be closed from 1.30pm on the following dates

- 25th September 2019
- 5th December 2019

This is in accordance with a Government initiative called 'Protected Learning Time'. Notices of closure of the Surgery are posted around the Surgery