

## **GOLD STREET SURGERY**

### **COMPUTER UPGRADE NEWSLETTER**

*The Practice is upgrading our clinical system to EMIS Web. The "go live" date is Thursday, 15 November 2012. Prior to this we have to complete a vast amount of preparatory work. We are currently checking that our data has been accurately transferred to the new system.*

#### **Ordering of repeat prescriptions**

*As indicated on our website, with effect from Friday, 5 October the Practice will be unable to process online repeat medication requests. We are very sorry for any inconvenience caused but this is a necessary part of the upgrade. Please be assured that we will resume this service as soon as possible after the migration date and will of course let you know. We recognise that the time span between 5 October and mid-November seems a long time. The reason for this is that the system we have been using is incompatible with EMIS Web and we have been advised by the PCT IT department that we should cease using Hushmail, our current software, immediately. In the meantime requests for repeat medication may be made via fax on 01799 524042, by post, by completing a form at our reception desk or exceptionally by telephone after 2 00 pm.*

*The new system will be easier to use than the current method as it will list your medications for you.*

#### **Appointments**

*We are only able to diarise our appointments up to and including Wednesday, 14 November. Unfortunately the appointments diary is not transferrable from one system to another. All staff are undergoing training on the new system. On migration day they will be working hard to put the appointments diary on. We apologise in advance for any inconvenience this may cause but will all be working extremely hard to get back up to speed.*

*Please note that all patients who have registered for ordering online repeat prescriptions and online appointment booking will need to re-register for these services after 15 November.*

#### **Referrals**

*Referrals for outpatients will continue to be made but not via our clinical system.*

#### **New patients**

*On Thursday, 8 November we will be unable to fully register new patients. Details will be taken and actioned immediately after the upgrade.*

#### **Computerised records**

*On Wednesday, 14 November 5 30 pm the Practice will have no access to computerised records.*

#### **Migration day**

*Thursday, 15 November is migration day. The Practice will be working on the new system which will inevitably cause some disruptions. Surgery times for Thursday, 15 and Friday, 16 November and going into the following week may be changed.*

*As you can see once the new system is up and running we will have some catching up to do. We will do our best to keep you advised of any changes but ask you to bear with us until we have all learned to use the new system and for all the benefits to show.*

*Thank you.*