

## Patient Online Access

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If you have registered for Online Access, this will not automatically transfer over to the new computer system. There will therefore be a period of time when you will not be able to access your patient record online or order any repeat prescriptions online.

To regain online access, you will need to re-register. To make this as simple as possible for patients who have had online access before, we will print off a letter for you which provides all the information you need. You will be able to collect the letter from the reception desk at your usual practice.

Online access at Hedon Group Practice will switch off on Tuesday 21 May 2019. You will be able to collect your re-registration letter from Monday 3 June 2019 onwards.

## Ordering Repeat Prescriptions

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During the period when patient online access is unavailable (see overleaf) you will be unable to order your repeat medication online. During this period, you will be able to use other normal methods to place your order including paper order slips.

**Please place your repeat orders early to ensure that we are able to process them without any delays.**

**If you are due to order your repeat medication between Monday 20 May and Monday 31 May, please order early during the week commencing Monday 13 May.**

## Important Information for Patients of Hedon Group Practice

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In October 2018, Church View Surgery, Hedon Group Practice and South Holderness Medical Practice merged to form Holderness Health. To enable us to work as one organisation, we need to make some changes to our computer systems. This will be done as a phased process between now and the end of May 2019.

**Please read this leaflet which sets out what this means for you.**





## How our clinical computer system changes will affect you

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### **Why are the changes needed?**

Our practices currently work on different computer systems. By moving to one, we will be able to work more efficiently and deliver a better service for all our patients.

### **What does this mean for patients?**

Unfortunately, there will be some disruption. We are doing our very best to minimise this but wanted to tell you about the things that may affect you. We understand how frustrating it can be when services do not run as usual. Please accept our apologies for any inconvenience and thank you for your patience and understanding.

## Access to Appointments & Dispensary

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Because we will not have full access to our clinical records, we will be closed on:

- Friday 24 May 2019—from 12 noon

If you require an urgent same-day appointment, this will be provided by the out-of-hours service. Please ring the surgery first and we will refer you through to the service.

There will also be a Saturday morning when we will not be offering our normal extended hours surgery. This is:

- Saturday 25 May 2019

Our dispensary opening times will also be affected by the changeover and the dispensary will be closed between:

- Friday 24 May 2019 at 12 noon and Wednesday 29 May 2019 at 8.30am.

## Making Appointments on 'Go-Live' Days

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Our 'Go Live' days are the dates on which our new computer systems will be up and running at each site. On these days, there is some engineering work that needs to be carried out before our computers will have access to all our patient information. This means that **we will only be able to see patients who have an urgent issue which needs a same-day appointment** and that:

- We will not be able to book any patients into appointments until after 10.00am
- We will not start seeing patients until 10.30am

**Please help us by making sure that you do not ring or come to the practice to obtain an appointment before 10.00am on the following date:**

- Tuesday 28 May 2019