



IMPORTANT PATIENT NOTICE

Installation of new computer system

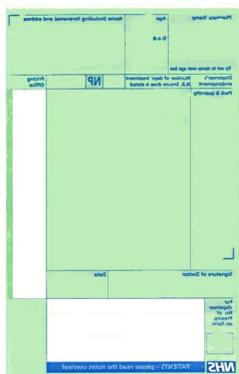
Our new computer system goes live on 12th December 2017

In the weeks leading up to the roll out and for the first few weeks following 'go-live' we will need your support to help us make a smooth transition.

We will have to manually enter **everything** we do between **4th December** onto the new system **after** the **12th December**.

How to help as we transfer to our new computer system

Repeat Prescriptions



We are currently issuing two months of repeat medication up until the 12th December.

This has impacted on the workload and we would be grateful therefore if you could ensure that you have submitted your repeat request at least 5 days before you need them.

If you would normally request your repeat prescription between the 4th and 12th December please can you request it **before** the 4th December.



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Your local
healthcare
provider

Appointments



We will only be booking appointments up to **two week in advance** instead of the normal 4 weeks, as again all appointments made for after 12th December will need to be put on the new system for all clinicians.

This will be a considerable amount of appointments that will need to be entered for the two weeks following installation.

Patience



Whilst we have all undergone training, we will be slower at first to navigate our way around the new system and therefore once we '**go live**' on the **12th December** your patience would be **very much appreciated** whilst we are still learning.

We would like to say a big thank you for your support during this time.

Online Services



From the 27th November the online services will be switched off and anyone who is registered will no longer have access. Everyone will have to re-register for access to the new system.

We are looking at ways of reducing the impact of this to patients and will keep you posted.

Thank you for your patience.