

Old Bridge Surgery

In Looe, Pelynt and Polperro



Practice Newsletter – June 2019

Welcome to our Newsletter.

This special edition of our newsletter concentrates on our change of computer system which is fast approaching. There is of course a lot of work going on behind the scenes but this newsletter sets out the ways in which the project will make a difference to you, our patients, so we would be grateful if you would read this. We know that some of these changes will be inconvenient for patients for a short while and are grateful for your understanding during this short period. Your patience will help us to make a success of this big change.

Changes to opening times

Wednesday June 26th is the day we “go live” with the new system. In order for final preparations to be made the surgery in Looe will not open until 10am. There will be no clinics in Pelynt and Polperro branches and the Pelynt dispensary will be closed all day too.

Our telephone lines will be closed until 10am as well, except for genuinely urgent medical matters. As usual, if you are calling about a life threatening medical emergency, loss of blood or loss of consciousness you should call 999. You can find medical advice using links from our website (www.oldbridgesurgery.co.uk/), on the NHS website (www.nhs.uk) or by calling 111.

We will not take calls about appointments, test results or prescription queries before we open at 10am. We would be grateful if you want to discuss issues that can wait to later in the day, that you leave your call until the afternoon. We will not immediately be able to book appointments other than for same day medical attention.

Appointment availability

In make the project more manageable, we have limited appointments to only four weeks ahead until after we are live on our new system. For the time being it's not possible to book appointments further ahead. Appointments for the period immediately after our live date will be added to our new system in the days following the implementation. Please call during the week following the system transfer on 26th June to make future appointments.

Staff have been trained on the new system, of course, but in order to allow our clinical staff to become familiar with the new system in “real life” we have extended appointment lengths slightly. As a consequence there are fewer appointments available each day in the first few days after launch.

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Prescriptions

For those patients who requested repeat medication since Friday 17th May, we issued two prescriptions, one post-dated to provide medication for the second month. For patients of the Pelynt dispensary we will have dispensed the second month's as well so you already have what you need. Most patients will therefore not need to request these medications again until the middle of July.

Other medication can continue to be requested as normal (via a pharmacy, using the right hand side of your prescription or by letter) but not through our on-line service, "The Waiting Room". See below for more detail about that.

On-line services and electronic prescribing

As part of the preparation for our new system, we have to disconnect from a number of on-line services with effect from Friday 14th June.

First of all, access to "The Waiting Room" website will cease on that date; that's where you order repeat prescriptions or book appointments. This service will be replaced to access our new computer system via its on-line service "Patient Access" during July. Existing users will be notified how to access the new website in due course. Recent applications to use our on-line services have been held until the new service is available and will be processed once the new service is up and running.

Secondly, Electronic Prescribing, which allows automatic transfer of approved prescriptions to a nominated pharmacy, will be temporarily disabled. Prescriptions will instead have to be printed for a short period. Patients can take them to their preferred pharmacy themselves or they will be collected as part of the local pharmacies' daily routine. The electronic service will recommence on 2nd July.

Test results and referrals

We also lose our normal links with local hospitals so for a short period leading up to the launch, most referrals and test results will not immediately be transmitted. All urgent "two week wait" referrals will be forwarded using alternative means. Blood and other samples will continue to be sent to the laboratory but only results requiring urgent medical intervention will be phoned through for the practice to act on. In most cases, results will come through a few days later so please be patient waiting for results though we realise this can be an anxious time and apologise that this approach is necessary.

Thank you

We are following tried and tested steps in making this system change; other practices have gone before us but, even so, a system change is a considerable upheaval and we are all working hard to make sure this transition goes as well as possible. Meanwhile, our staff will of course continue to do their very best to meet your healthcare needs. We will be grateful for your patience while we go through this change so please be understanding with our staff as they become familiar with new ways of working.