

PORTLAND PRACTICE AND HATHERLEY BRANCH SURGERY

IMPORTANT NOTICE FOR ALL PATIENTS

Portland Practice is currently installing a new electronic patient record system called SystemOne

To ensure we provide a safe and effective service to patients during the transition period a few changes have been made to our usual operating procedures. We aim to make the transition as undistruptive as possible.

The new system will bring substantial benefits for both patients and staff

1) Prescriptions

- **We will be unable to generate electronic prescriptions during the transition to SystemOne.**

From Friday 25th May – Monday 11th June 2018:

- All prescriptions will be printed on paper. Prescriptions can either be picked up from the surgery in person or collected by a pharmacy on your behalf
- If your prescription is normally sent to a nominated pharmacy electronically they will collect your paper prescription automatically– you won't need to specifically ask them to

2) Vision Online Services – ordering prescriptions and booking appointments online

- **Vision Online Services will be unavailable from Friday 25th May 2018**
- If you need to order your prescription you can do so in one of the following ways:
 - Email portland.scripts@nhs.net or Hatherley.scripts@nhs.net stating your name, date of birth and the medication(s) you want to order (drug name/strength/dose)
 - Ask a pharmacy to request the prescription on your behalf
 - Come into the surgery to request the prescription in person

We do not take prescription requests over the telephone
- You will not be able to book appointments online from Friday 25th 2018. Please telephone the surgery if you need to make an appointment
- Once we have installed SystemOne we will email all patients who currently use Vision Online Services with their new login details and password to commence using SystemOne Online Services

3) Appointment Availability

- To ensure our clinicians are able to provide a safe and effective service to patients we are changing our appointment schedule from **Tuesday 29th May - Friday 8th June 2018**
- We are not offering routine pre-bookable GP appointments during these two weeks. If you want to be seen regarding an ongoing, routine matter you will need to call for an on-the-day appointment

with a GP. Our telephone lines open at 8.30am. Please note there is a finite number of these appointments

- A triage clinic for new, acute problems will operate during our normal opening hours for these two weeks
- Please consider utilising your local pharmacy first for health advice and for minor ailments. Pharmacists are highly trained health professionals who can do far more than just dispense medicines. They are able to provide over the counter medicines and offer advice on how to treat most minor illnesses. If they can't provide the appropriate treatment, they will tell you the best course of action to take.
- The NHS 111 telephone advice line offers advice on a range of medical concerns and is staffed by fully trained advisors.
- Nursing, physiotherapy and midwife appointments can be booked as normal
- We will continue to offer GP and nurses appointments in our extended hours clinic as normal. It runs in every weekday evening and at the weekends. Please speak to a receptionist for details or to book an appointment.
- The phlebotomy service (blood clinic) on the second floor of St Paul's Medical Centre will be running as usual

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We thank you for your patience during this time of transition