

# *Royal Well News*

[www.royalwell.co.uk](http://www.royalwell.co.uk)

Welcome to our Newsletter

September 2018

## **ROYAL WELL SURGERY 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 any electronic prescription during the transition to SystemOne.**

**From Wednesday 26<sup>th</sup> September 2018 to Wednesday 10<sup>th</sup> October 2018:**

- All prescriptions requests will need to be made:
  - Directly by your local pharmacy
  - In person
  - In writing (or your by repeat ordering sheet)
  - Or by phoning the Prescription Ordering Line on 0300 421 1215**THERE WILL BE NO ACCESS TO OUR ONLINE SERVICES DURING THIS PERIOD**
- If you would like to order your prescriptions early, to miss this period please feel free to do so, and make a note that you are ordering extra for this reason.
- 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. (while this transition period is in place prescriptions will take up to 4 working days to produce during this time).

- 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 – Booking appointments on line.

- You will not be able to book appointments online from Monday 24<sup>th</sup> September 2018.
- There will be no access to Vision Online Services during this period

## 3. Availability of Routine and Emergency (*on the day appointments*)

- We will be offering some routine pre-bookable GP and Nurse Appointments during these two weeks. If you want to be seen regarding an on-going routine matter you will need to call for an on-the-day routine appointment with a GP and Nurse.
- Our Telephone lines open at 8.30am. Please note there are a finite number of these appointments.
- We will not be providing clinic appointments during this period.
- Please consider utilising your local pharmacy first scheme 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 offer advice on how to treat most minor illnesses. If they can't provide the appropriate treatment, they will advise you of the next course of action to take.
- The NHS 111 telephone advice line offers advice on a range of medical concerns and is staged by fully trained health advisors.
- Specific Nurse, Physiotherapy and midwife appointments can be booked as normal.
- We will continue to offer GP and Nurse appointments in our extended hour's clinic as normal. These run every week day evening and Saturday and Sunday mornings. Please speak to a receptionist for details or to book an appointment.
- The phlebotomy service (Blood clinic) on the 2<sup>nd</sup> floor of St Paul's Medical Centre will be running as usual.

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

We would like to apologise for any inconvenience during this period but we would appreciate your support and patience during this time, as our staff will be coping with a different way of working, so will be both slower and I have to say a little STRESSED!

We thank you again during this time of transition.