

## 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.

Online access at Church View Surgery will switch off on Tuesday 30 April 2019.

To regain online access, you will need to re-register. Please visit the reception desk after Monday 3 June 2019 to request your new log-in details. You will need to bring photo identification with you e.g. passport or driving licence so we can confirm your identity before providing your log-in details. This is necessary to ensure that we keep your medical records safe and accessible only by you.

## Ordering Repeat Prescriptions

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During the period when patient online access is unavailable you will be unable to order your repeat medication online.

Your prescription requests can be left on our answer phone between 4.30pm - 9am on 01482 896826. Please speak clearly leaving your full name, address and each item that is requested. You can also order using the normal paper slips.

**If you are due to order your repeat medication between Friday 3 May and Wednesday 8 May, please order early during the week commencing Monday 29 April.**

**If you are due to order your repeat medication between Friday 24 May and Wednesday 29 May, please order early during the week commencing Monday 20 May.**

## Important Information for Patients of Church View Surgery

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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

### 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

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

- Friday 3 May 2019—from 12 noon
- 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 two Saturday mornings when we will not be offering our normal extended hours surgeries. These are:

- Saturday 4 May 2019
- Saturday 25 May 2019

**During the whole of May, all GP appointments will be offered on the day and there will be no pre-booked slots. For nursing appointments please ring after Thursday 9 May.**

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

- Saturday 4 May
- Saturday 25 May

## Making Appointments on 'Go-Live' Days

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 dates:**

- Tuesday 7 May 2019
- Tuesday 28 May 2019

During the above weeks (7 May and 28 May), your appointment will be with the next available GP rather than your usual or preferred GP.