

Information about software issue that prevents documents from being visible to patients.

We understand that some of our patients may have encountered difficulties viewing certain documents (e.g. letters from the hospital) due to a software problem. We sincerely apologise for any inconvenience this may have caused. We are pleased to inform you that this issue has been resolved for new documents being added onto the system. It may take up to a month for older documents to become visible.

Your GP team will have been able to access the letters so your care will not have been affected during this time.