

IMPORTANT PATIENT INFORMATION

ESSENTIAL COMPUTER SYSTEM UPGRADE

Dounby Surgery is to have essential work carried out to upgrade to a new clinical system. This notice contains important information to help minimise any disruption to services.

APPOINTMENTS - We will be operating an urgent service only from Thursday 2nd July until provisionally Friday 10th July

This is to enable a new computer system to be installed. To ease the transition to the new system it would help us if patients requiring routine queries or requiring routine appointments delay contacting us during this period.

Patients requiring urgent attention or advice should contact the surgery as normal.

HOME VISITS

There will be no change to our procedure for requesting home visits.

REPEAT PRESCRIPTIONS

To minimise disruption to patients we request that you order your items early. Please order by Tuesday 30th June if you will require your medication before the 13th of July

RESULTS

We will have limited access to test results during the upgrade period.

Your co-operation at this time will be very much appreciated.