



Welcome to the Summer edition of the Newsletter.

Now that the World Cup and Wimbledon are out of the way, we are turning our attention to more pressing matters!

I mentioned in the last Newsletter that we are changing our clinical computer system in August, and that there may be some disruption to services such as advance booking of appointments, repeat prescriptions etc.

We've now more of an idea of what's going to happen, so.....

- **The** new system starts Thursday 26th August at 9.00 am – therefore there will be no early appointments that day or on the Friday
- From Thursday 26th August to Monday 6th September there will be a limited number of pre-bookable appointments, and fewer appointments in total for a few days, until staff and clinicians get used to the new system
- There will be fewer advance appointments available until mid September
- We will be issuing two months repeat prescriptions from 26th July until 26th August
- Patients using Internet Access for appointments and repeat prescriptions will be able to keep their same ID numbers and passwords, but the link to this service will be different on the website
- Online booking and prescription ordering will be unavailable from 17th August to approx 1st September and the link to the website will be removed for a short period
- There may be a delay in text messaging appointment reminders over the change over period.
- One important change is to the issue of repeat medication if you haven't had a medication review. Once the new system is in operation, we can only issue one further month of medication after the review date has expired—if you don't make an appointment before that months grace is finished you may not be able to obtain further medication. So, it is vitally important that you don't ignore the medication review reminders that appear on your prescription—if you are already overdue a review when you read this then please arrange an appointment as soon as possible.

We will be making every effort to keep the disruption to patients as minimal as possible, but inevitably, there will be some problems before and after the change, so I would ask that you bear with us if you encounter any problems or mistakes during this time.

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PATIENT PARTICIPATION GROUP:

We still need some new members!

With the publication of the recent White Paper on NHS reforms, patient representation in the commissioning of services through GP surgeries is going to play a greater role in the decision making process.

The current group has been together for about 18 months and we've recently produced a newsletter that gives details of what we've done in that period.

We thought it would be a good idea if some of the patient members of the group were available to talk to you about the group, to find out if any of you are interested in joining, so during the first week in August, some of them will be sat in the waiting rooms - they'll be asking you to complete a short questionnaire about some of our services and also if you would like to join the group.

I hope you'll find it useful and give you the push you need to join our group!

As ever, we remain totally committed to providing the best service to our patients at all times, but if any of you have any other suggestions how we can further improve this service, please let me know.

Richard West
Manager
July 2010