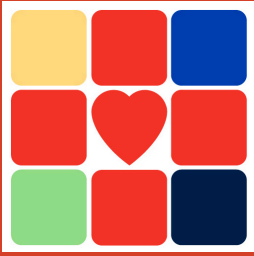


Charnock Health Newsletter



Charnock Health
White Lane
Sheffield
S12 3GH

0114 239 9202



www.charnockhealth.nhs.uk

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Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

Warning! Computer upgrade in progress

This summer we are carrying out a major upgrade of our practice computer systems. We are making every effort not to inconvenience our patients whilst this happens. We apologise for any problems that may occur and ask that you bear with us whilst this essential work takes place.

Why do we need a new system?

Our existing computer system works well at the moment, but for the future we need a more modern computer package where information can be made available to be shared with other colleagues in the NHS. By using the internet we can store and retrieve information online so that this can happen. Also, our present system will not be able to process email, text messages and use mobile devices. These newer technologies will become an important part of the way the NHS works and it is essential that we can fully take advantage of this.

When will this be happening?

The main switchover date will be in June. There will be extensive staff training around this time and although the new system will be working immediately after the upgrade our team will not be experienced with it and there may be some unforeseen delays as they become more familiar with how to use it.

Will we have to close the surgery when we upgrade?

No, not at all. We have already been working with Health Authority and our software advisors to make sure that this doesn't need to happen.

So how will this affect patients?

There will be no repeat prescriptions for a few days. Although we will still be able to see your medical record there will be a short period when we cannot add to it or print a prescription. During this time all prescriptions have to be handwritten. We will aim to see all urgent problems and follow ups but will be unable to do any routine health checks until the computer system is fully working. Consultations may take longer than usual. Please be patient with us if you are affected by this.

How can patients help us to make this go smoothly?

Please make sure that you order any repeat medications that you need before the end of May if possible. Keep the printed prescription counterfoil from your last prescription safely so we can verify your medications if needed. Please be prepared to wait until after the new system is running before coming for in for routine appointments and checks. We are working hard to avoid any problems during the change but we ask you to please be patient if things do go wrong!

How will this affect me?

Patients requesting repeat medications before the upgrade will get a two month supply so that they will not run short of supplies whilst the computer is shut down

There will be fewer routine appointments during the upgrade period. Urgent appointments will be available as usual

We ask for your co-operation and patience if you are inconvenienced as a result of this major upgrade.

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Important!

Please check that you have enough repeat medications to last until the end of June at least. We cannot print any prescriptions during the update.

How we are trying to avoid problems

We have been preparing all year for this change. You probably know that we use the computer to store your notes, make appointments and print prescriptions. We also use it to get lab results, see reports from clinics and search for information to help prevent disease. By working hard when surgery is shut at weekends and evenings in the run up to the upgrade we are making sure that all of these different systems will work smoothly and any inconvenience will be kept to an absolute minimum.

