

## 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 South Holderness Medical Practice will switch off on Tuesday 9 April 2019.

To regain online access, you will need to re-register. Please visit the reception desk after Monday 29 April 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 (see overleaf) you will be unable to order your repeat medication online. During this period, you will be able to use other normal methods to place your order including paper order slips.

**To assist patients, we will be issuing double quantities of your regular medication where it is clinically appropriate to do so. We hope that this will help to minimise any disruption and ensure that you have a continued supply of medication.**

## Important Information for Patients of South Holderness Medical Practice

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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

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### 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

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Because of the work required to input patient clinical records into the new system, we will be closed for patient appointments on:

- Friday 26 April 2019

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.

Our dispensary opening times will also be affected by the changeover and our dispensaries will be closed as follows:

- Wednesday 24 April 9-10am at St Nicholas' and St Patrick's Surgeries (Roos Surgery closed all day as normal)
- Friday 26 April all day at St Nicholas', St Patrick's and Roos Surgeries

## Making Appointments on 'Go-Live' Days

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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. We will not start seeing patients until 10.30am on Wednesday 24 April 2019.**

Please accept our apologies for any inconvenience this may cause. We aim to be fully operational again as soon as possible. We appreciate your patience and hope that you will support our staff during this time.