



# May Lane Messenger

## Clinical Computer System Change

Acorn Practice and Walnut Tree Practice are changing the clinical computer system to a new system called TPP System1. The Go Live Date will be Thursday 8th November 2018. The practices would like to reassure you that we are already working hard to ensure a smooth transition ready for when the date comes.

Changing systems is a considerable amount of work and upheaval so why are we doing this?

1. It will allow Acorn Practice and Walnut Tree Practice the opportunity to have clinical systems in their own right so all patients will have the benefit of on line access.
2. Other healthcare professionals such as District Nurses, Occupational Therapists and Health Visitors all use System1 and by switching we will be able to communicate more directly with these Health Partners. Also, where a patient consents, we will be able to see the notes that these health professionals put on our patient records and vice versa to ensure continuity of care. This will be particularly helpful with frail and complex patients.
3. The Government is pushing for GP surgeries to offer more access in the evenings and weekends. This is a heavy burden for individual practices. By changing systems it will assist the practices to meet the Government targets by working collaboratively with our other local Berkeley Vale Practices, who all work on System1 computer system.
4. The new system will offer greater functionality and we will be looking at rolling out new developments including text message reminders.

What processes are going to be in place to enable a smooth transition?

1. One week prior to implementation, all staff will receive training from the system supplier to ensure familiarity with the system prior to Go Live. We will be arranging this training in and around normal clinic and opening times.
2. We will be providing our patients on regular repeat medication

Continued overleaf

### Inside this issue:

Clinical Computer System 1&2



### Special points of interest:

- ◆ *Reduced bookable appointments week commencing :-*

*29th October and 5th November 2018*

**We thank you for your co-operation during this computer system transition time**



*May Lane Surgery*

*Autumn 2018*

# May Lane Messenger

## Clinical Computer System Change Continued

prescriptions with two sets of monthly prescriptions from the middle of September onwards to reduce the amount of requests near the Go Live Date.

3. During the training week and Go Live Week there will be a reduced amount of appointments.
4. Following the Go Live date instead of the usual 6 weeks worth of future appointments on the system there will be 2 weeks. Therefore it will not be possible to book routine appointments in advance for a few weeks leading up to Go Live. As soon as the new system Go Live has taken place then we will endeavour to get the usual amount of appointments on the system and be back to normal on the new system as soon as possible.

What changes will patients see during this time?

1. Walnut Tree patients who already have online access will have to be moved across manually onto the new online accounts on the new system. We will turn off the online facility one week before Go Live and endeavour to get patients set back up again as quickly as possible.
2. We will be amending our clinics slightly to facilitate the changeover and will be offering slightly less pre bookable appointments in the week leading to and week of Go Live. Same day appointments will still be available.

**PLEASE BE ASSURED WE ARE WORKING HARD TO MINIMISE DISRUPTION TO PATIENTS DURING THIS TRANSITION PERIOD. WE WOULD ASK YOU TO BEAR WITH ALL STAFF WHILST WE MAKE THIS CHANGE.. YOUR CO-OPERATION WILL BE VERY MUCH APPRECIATED DURING THIS PERIOD OF CHANGE**

### **May Lane Surgery**

May Lane  
Dursley  
Gloucestershire  
GL11 4JN

### **Telephone**

Walnut: 01453 540555  
Acorn: 01453 540540