

# Old Bridge Surgery

In Looe, Pelynt and Polperro



## Practice Newsletter – May 2019

### Welcome to our Newsletter.

Our newsletter has some important news about developments in the practice. Overleaf you can take a first look ahead to a change in the computer system the practice uses. Please read this as it includes some important information on how this will affect many of our patients directly; there will be more about this in a special update nearer the time as this is a big step for Old Bridge Surgery. First, some other items of news:

### Dr Stephenson retires

Dr Paul Stephenson joined the practice in August 2015 having previously been senior partner in a busy practice in Suffolk. He was delighted to move to Looe and thoroughly enjoyed nearly four years as part of our GP team. He has now retired, and will be much missed, though we may see him a few times as a “locum” in the next few weeks.

Dr Stephenson’s patient list has been shared amongst his colleagues; it has not been possible to honour every request for a particular doctor as we must ensure workload is shared fairly.

### Other staff news

We were pleased to hear that our nurse, Abi Humphries, had her baby in March; both are doing well. She is now on maternity leave and Lucy Strang has joined us to cover much of her role.

### Upstairs, Downstairs

Please note that some doctors work upstairs – use the upstairs waiting room for appointments with Dr Roy, Dr Kodde, Dr Mogford, Dr Buchanan, Dr Fieldhouse and our GP trainees, currently Dr Davies. Other doctors, as well as all nurses and health care assistants work downstairs.

### Sincere apologies

Many of you will be aware that our surgeries have been disrupted recently by a couple of serious IT issues. Whilst, reassuringly, these have not affected patient data, we’d like to apologise for all the inconvenience we know this will have caused in the last few weeks. Solutions have been put in place to ensure we can work as normally as possible and further work is going on behind the scenes to make permanent improvements. This is unrelated to our project to change the system we use to manage our clinical workload and record keeping which you can read about overleaf.

### Checking in

You may well have noticed (and even made use of) the self-check-in screen in the foyer at Old Bridge Surgery. It’s simple to use and matches your date of birth with our appointment records to note your arrival for your appointment. It means that you don’t have to queue to “check in”; it also makes the queue shorter for those that need to make an appointment or speak to one of our reception team about something more complex.

All patients will be asked to use the self-check-in screen from Thursday 9<sup>th</sup> May and we would like to encourage all our patients to make use of this as soon as possible. We hope to deploy staff to assist at the time of launch to help those in need of support. For those for whom this is difficult, we will of course continue to provide a check-in service in person at the reception desk.

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## Our BIG change

Like most organisations we rely on computer systems to support the work we do and this year we have decided to change the system we use here in Old Bridge Surgery. Along with a number of practices in South East Cornwall, we are moving to the most widely used system in English General Practice. This will give us the reassurance of working with a well established system with a leading system supplier, ensuring that we are best placed to adapt to the changing needs of general practice.

This is a big step for the practice and will impact on almost everything we do and there will unfortunately be some disruption during the change-over which it is important our patients are aware of. The key dates and issues are as follows:

We “go live” with the new system on **Wednesday 26<sup>th</sup> June**. On this day:

- Old Bridge Surgery will be closed until 10am
- Phone lines will be closed until 10am (except for medical emergencies)
- Pelynt Surgery will be closed all day

For four weeks from **Friday 17<sup>th</sup> May** we will issue prescriptions for two months’ medication to limit requests received around our go-live date. Our dispensary at Pelynt will also dispense two months of medication but to accommodate the extra workload, medication will be ready after three days, rather than two during this period. You do not need to request double, we will make this change automatically. Note, this only applies to items on “repeat”, items that are “acute”, that is one-off medication or items not used regularly, must still be requested as and when needed and we will of course process them as usual.

Electronic prescribing (sending your prescriptions automatically to your nominated pharmacy) has to be switched off between **Friday 14<sup>th</sup> June and Tuesday 2<sup>nd</sup> July**. During this time, we have to revert to signed paper copies of prescriptions and local pharmacies have been notified.

On-line services (booking appointments and ordering prescriptions) will also be switched off on **Friday 14<sup>th</sup> June**. The replacement service, linked to our new system, will be launched around week commencing **July 8<sup>th</sup>**. In the meantime, we are no longer processing new applications for on-line services; these will be held until the new system is live. Existing users will receive instructions on how to access and use the new service once it’s ready to run.

There will be further news of this project nearer the time and we apologise for any inconvenience these steps will cause and appreciate your patience whilst we make this big change.

## ... and your changes

If your plans change and you are unable to keep your appointment, please let us know so that your slot can be offered to another patient. So many appointments are lost each month due to patients not attending and it adds to the difficulty for others to make appointments.

Similarly, if you change your address, phone number or email, please let us know so that we can continue to keep in touch as necessary. Thank you for your ongoing support.