

# DISHLEY GRANGE MEDICAL PRACTICE NEWSLETTER

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Maxwell Drive, Loughborough



Cross Street, Hathern

[www.dishleygrangemedicalpractice.co.uk](http://www.dishleygrangemedicalpractice.co.uk)



## New Clinical Records System SystemOne

On **Wednesday 11 April 2018**, Dishley Grange Practice, Loughborough and Hathern will be moving to a new clinical computer system called **SystemOne**. This will bring additional benefits to both the practice and patients.

This is a major piece of work for the practice team and we ask for your help, support and patience over the coming weeks. There may be some disruption to services leading up to and during the 'Go-Live' week.

SystemOne is currently used in GP practices, child health services, community services, prisons, hospitals, urgent care & out of hour, palliative care services and many more.

SystemOne has an important function of records sharing, where, if you happen to use any of the above services, they may be able to access your medical records. This will allow us to share your records, which would be in your best interest.



### Some of the advantages of the new system are:

- + Greatly enhanced functionality for the clinical and admin teams
- + Greater integrated working with other healthcare agencies, reducing duplication and improving patient safety.
- + Improved SMS messaging functionality.

The changeover is well planned; however we have been advised that we will need to reduce services during some weeks.

Despite training and preparation, there is no doubt that for the first few weeks we are going to be slower and we ask that you please be patient with our staff as they get to grips with the new system.

From **26 March to 20 April** is our main training period and clinics will be reduced so that staff can receive training on the new system.

Pre-bookable appointments will only be available up to **Tuesday 3 April** and will not commence again until after **Monday 16 April**. From **Monday 26 February** for repeat medication prescribing, the practice will be issuing double prescriptions in order to avoid repeats becoming due at critical points in the changeover period. Please confirm with your pharmacy when these prescriptions will be ready for collection.

Patients will not be adversely affected by this changeover; however, if you are an online user, you will need to re-register for online prescriptions and appointments with SystemOne.

Please contact the practice after **Monday 16 April 2018** to obtain a new username and password for online access in SystemOne.

**Please also ensure that we have your up-to-date mobile numbers in our records** - this service is to help patients from missing valuable appointments and to inform you of any changes that the practice may need you to be aware of. However, if you do not wish to use this service, please inform reception to take this option off your records.

Due to the new clinical records system, the login for online appointments will no longer work from **27th March 2018**.

**If you have any queries or concerns, please contact the practice and speak to one of the SystemOne Management or Scripts Team**

All of our newsletters are available to view on the practice website—[www.dishleygrangemedicalpractice.co.uk](http://www.dishleygrangemedicalpractice.co.uk)