

King Edward Street Patient News

King Edward Street Medical Practice

Disruption during July!

On Tuesday 26 July 2016 we will be changing our computer system. The Practice's medical records and appointments system is being changed to a new system called 'EMIS Web'.

This is a substantial undertaking for the practice team and we ask for your help and patience over the coming weeks. Inevitably there will be some disruption to services in the weeks leading up to and especially during the 'Go-Live' week.

In the coming weeks there will be some unavoidable changes and disruptions to our services which you need be aware of:

Staff training: It may be necessary to close the phone lines for short periods or have reduced staff available to allow all staff to attend training.

There will be a slightly reduced service during the Go Live week with slightly fewer appointments than normal. You may have to wait longer for an appointment and may find it more convenient arranging an appointment before or after this period if your problems can wait.

TUES 26 July is the day we switch over and GO LIVE with the new system

Online Services: Our Online services including online appointment making and online repeat ordering will be disabled approaching the go live date. Unfortunately as the new system is completely different you will need to re-register for the new on line service. We are working on trying to make this as easy as possible with the least impact and will give further details how to register for online services nearer the time.

As you can imagine, with an entirely new system we need to ensure all the doctors, nurses, reception and data staff are fully trained and 'ready to go' come Tues 26 July. Inevitably this is going to produce some disruption but we will endeavour to minimise this as much as possible

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

June 2016

Volume 3, Issue 2

Inside this issue:

New computer system	1
How this will effect patients in July	2
How can you help?	2
Frequently Asked Questions	3
FAQ's continued	3
We're here to help	4

with all our staff as they get to grips with the new system.

Time will also need to be spent inputting information from the period immediately prior to 26 July when we were working without computers.

How this will effect patients in July

Thursday 21 July until Monday 25 July – we will not have a clinical system for these three days. Therefore we will be seeing **urgent problems** only as we will have limited or no access to information about patients.

From **Thursday 21 July until Wednesday 27 July** (inclusive) we will be unable to process repeat prescription requests. If you are likely to need a prescription during this period, please ask for this earlier in July.

Friday 22 July and Monday 25 July we will **not** be able to issue scripts using a computer so they will all have to be hand-written by the doctor. For this reason we are urging all patients to try and plan ahead by ordering what they might need during that time in the week(s) before.

From **Monday 25 July until Friday 29 July** we will have fewer doctors' appointments and no nurse appointments available during the whole week. While they get used to the new system it will inevitably take our clinical staff a bit longer to look up records and enter new information than it did on the old familiar system.

With us having fewer appointments to offer this may mean you have to wait a day or two more than usual before you can get an appointment, for which we wish to apologise in advance.



We are **not** able to register any new patients from **Friday 22 July** and will restart registering new patients the week of the 01 August onwards.

There will **not** be any phlebotomy blood clinics on Thursdays mornings during the summer. New appointments for blood tests will resume in September/ October.

'Patient Services' (our online service) will be switched off from **Wednesday 20 July** so you will not be able to make online appointments or request scripts. After this period patients will need to register again for EMIS online services from **01 August** onwards.

We will provide details nearer the time about how to re-register.

Making the switch go well - How you can help!

Remember when dealing with the practice to consider some of the following:

- ◆ Please try to plan ahead wherever possible — especially when ordering repeat prescriptions
- ◆ Doctors and nurses make take a bit more time to retrieve or enter information into the computer after Tues 26 July, as they get used to the new system
- ◆ Reception staff may need a little more time to book your appointment or process your prescription requests while they get familiar with the new layout

Frequently Asked Questions

????? ????? ?????

Q. Why are we changing?

A. Changing to EMIS Web will mean that all the practices in Oxford (and all but two of the practices in Oxfordshire), will be using the same system, which will reduce duplication and make it much simpler and more cost effective for the organisations that provide GP practices with support.

For example referral forms that GP practices are required to use to refer people to the different hospital specialties will now only need to be written for one computer system. Reporting for monitoring purposes will be more straightforward and commissioners will be able to assess demand more easily.

It is also anticipated that in the future having a common system across all practice will allow for greater integrated working with other healthcare agencies reducing duplication and improving patient care and safety.

For example, records of care provided by the GP out of hours service or the District Nurses will be more readily integrated into our computer records.



...FAQ's continued

Q. What if I run out of medication during the period Friday 22 July to Wednesday 27 July?

A. Please try to avoid running out of your medication by contacting us to request your prescription early.

If you do run out of medication, this will be referred to a GP who will determine the urgency of your request. We will, of course, process urgent prescriptions as necessary.

Q. Will you still have the same number of appointments?

A. As mentioned, we are slightly reducing appointments during this time, in order to reduce the amount of 'routine' work,



whilst we go through this migration process and final training sessions (some training cannot take place until we switch off the old system and/or 'go live'). We need to allow staff to adapt and become familiar with the new system and processes to ensure they can help you

better. Although, training has taken place, clearly until all staff become competent in the use of this new system, it is better to allow sufficient time for each appointment. As soon as we are certain that staff feel comfortable with the new system appointments will be made available at their usual level. However, if you feel that your need to see a GP is urgent please inform the receptionist.

Q. Will I need to re-register at the Practice?

A. No, all your clinical records will be transferred to the new EMIS system.

King Edward Street Medical Practice

9 King Edward St
Oxford OX1 4JA

Phone: 01865 242657

Fax: 01865 242657

E-mail:

jmahoney663@gmail.com



We're on the web!

[www.kingedwardstreet.](http://www.kingedwardstreet.nhs.uk/ppg.aspx)

nhs.uk/ppg.aspx

The King Edward St Patient Participation Group works to improve communication between the Practice and its patients, to ensure the services on offer truly meet the needs of all patients.

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients.

For further information about the group, please contact its Chair, Jack Mahoney (or the Practice Manager)

We're here to help

We hope that we have answered the most important questions you may have but if you have any further questions please don't hesitate to ask a member of staff who will aim to answer the question or direct it to the appropriate person who can help you.

In order to ensure your health record moves over to the new system accurately, a lot of work is being undertaken in the practice behind the scenes. We will endeavour to try and keep any disruption to an absolute minimum.



As we learn to adapt and become comfortable with our new clinical system, despite the training undertaken, we need to anticipate that we will not be able to operate at our usual speed.

Thank you for your patience during this time. There are bound to be some teething problems and we appreciate your understanding.
