



OAK TREE SURGERY

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PENSILVA HEALTH CENTRE

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Dear Patient,

In order to improve the experience and level of care that we offer our patients, Oak Tree Surgery and Pensilva Health Centre will be changing our clinical computer system. Our advised date for this changeover is 21st May 2019 and we have a dedicated team of personnel working tirelessly to ensure this process is efficient as possible.

What will this mean for you?

Routine appointments: Routine appointments will be reduced during the changeover and we will let you know the dates as soon as we can.

Urgent appointments/advice: Please be reassured that access to advice and appointments for an urgent medical need will continue to be available on a daily basis throughout the changeover period.

Online Services: Access to online services via The Waiting Room will cease and we will be using a new system called Patient Access. If you are already registered for online services, we will contact you shortly with further instructions. If you are not currently registered for online services and would like to sign up to be able to order your repeat prescriptions, make appointments or view your medical records online, you will be able to contact your practice to set this up once we have the new computer system in place.

Prescriptions: After the 10th April two months of medication will be provided for any prescription request received. This is to ensure that there will be no delay in you receiving your medication during the changeover period.

We will be happy to answer any queries that you may have.

Thank you for your on-going patience and co-operation during this period.

Oak Tree Practice and Pensilva Health Centre