

# Change of Clinical Software Systems

**On the 21<sup>st</sup> June 2016 the practice will be upgrading its clinical system.  
This will bring various benefits to patients and the practice.**

## How does this affect me as a patient?

We hope to minimise any disruption for patients and most patients should not notice any disruption at all.

**However, this is a big change for the practice and all the staff and will cause a significant increase in workloads – therefore we would ask for your understanding and patience for the week of June 20<sup>th</sup> – June 24<sup>th</sup>.**

- We will be closed on **Tuesday 21<sup>st</sup> June** until **10.30am**. This is to enable all of our systems to be upgraded with the new software and several links to outside agencies to be configured. While we are closed, Devon Doctors will be covering any emergencies.
- We will be reviewing all incoming test results, discharge summaries and other clinical letters via paper and we will contact patients whom we need to speak to. We won't be able to give test results over the phone until Thursday or Friday of the week as the connections to the lab need switching back on. Once they are switched on, all test results will be fed into patients notes. You will only hear from us if your result is abnormal or the GP feels you need to be contacted.
- **If you use Online Appointments**, your login will no longer work. We will be sending new login details along with instructions to every active user. Please allow up to a month for this to take place. Further details will be published on our website.

## Why are you changing systems?

There are numerous benefits to us changing to the new system. The majority of surgeries in Torbay are already using this system. We will have better links to hospitals and outreach clinics. This will enable faster and more efficient transfer of patient discharges etc.

The new system also offers various patient advantages. We will be able to open up Online Booking with our nurses, alongside our doctors. The system aims to reduce wastage by linking up to the path lab, therefore avoiding any unnecessary blood tests. We hope to have less "downtime" due to existing computer issues.

The new system is also ready for the future. Therefore we will be able to offer patients quicker access to any future patient facing projects such as access to medical records and discharge letters.

## Is my data safe?

Yes. The system is fully accredited for use within General Practice by the Health & Social Care Information Centre (HSCIC).