**New Clinical Records System – SystmOne**

**On 1 May 2019, this practice will be moving to a new clinical computer system called SystmOne. 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.

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

It has an important function of records sharing, because, if you happen to use any of the above services, clinicians from that service may be able to access your medical records, which will be in your best interest.

Some other advantages of the new system are:

* Greatly enhanced functionality for the clinical and admin teams
* Greater integrated working with other healthcare agencies, thereby 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 **12 April to 30 April 2019** is our main training period and clinics will be slightly reduced so that staff can receive training on the new system.

Pre-bookable appointments will only be available up to **Thursday 18 April** and will not commence again until after **Thursday 2 May 2019**.

From **Monday 18 March**, 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.

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 SystmOne.

**Please ensure the practice has your correct email address** so they can email you a new username and PIN for your **SystmOnline** online access, thus allowing you to make online bookings and order your repeat prescriptions.

Or, visit the practice to obtain a new username and password after **Monday 6 May 2019**.

**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 31st March 2019