

St John's Medical Centre

PRACTICE NEWSLETTER

JULY 2019 - ISSUE 18

STAFF CHANGES

We have said goodbye to Claire Hollingworth and Michelle Morgan and we welcome to the practice:- Stephanie O'Neill (Nursing Team), Lilly Graham (Nurse Practitioner), Lindsey Pierce (Reception) Amanda Allison (Reception), Edwin Lai (Clinical Prescriber)

Public Health England

NHS

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with your GP practice now.**

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

CSSJ19 17

PATIENT PARTICIPATION GROUP

Our next meeting is being held at the surgery on

2 October at 6:15pm

Please e-mail swlccgpracticesecretaries@nhs.net

if you are able to attend.

If you are interested in joining our group then please also e-mail the above address or call in at Reception for a Patient Participation Group Pack.



Do you look after someone close who would not manage without you?

If yes, you may be a carer.

Carers provide help and support to a partner, child, relative, friend or neighbour who could not manage without your help due to physical or mental illness, disability, life limiting illness or addiction.

Get the help you deserve.

Your GP is here to help you. Speak to reception and identify yourself as a carer or speak to your doctor or nurse. Once practice staff know you are a carer they may be able to offer you further assistance such as free flu vaccinations and information on available support.

We have 2 Carer Champions on Reception:

Please ask for [Hayley](#) or [Jo](#)

Adult and Young Adult Carer's 01522 782 224

Young Carer's up to 17 years of age 01522 553 275 or email

youngcarers@lincolnshire.gov.uk



Change of Clinical Computer System

St John's Medical Centre will be changing our clinical computer system during July 2019 and this means that some of our services will be disrupted during this time.

Why are we changing?

St John's Medical Centre are currently on a different computer system to most of the other Grantham surgeries and as a result, the number of out-of-hours appointments for our patients is restricted. This is due to the fact that there are fewer clinical staff who are trained and able to use our current computer system. In changing systems, we will be able to offer more appointments to our patients.

Service Disruption:

In order to change systems, the information held on our current system will need to be transferred across to the new system. The final data transfer will take place on 08th July 2019 and the new system will be live and available to use from 16th July 2019.

From 08th July 2019 all online services will cease to be available until 16th July 2019. This means that you will be unable to view your online medical record or order repeat prescriptions using online access during this time. In addition, the surgery access to the National Spine system is also removed. This means that prescriptions cannot be sent electronically to your nominated pharmacy and will need to be printed in-house. You may therefore need to come in to the surgery to collect your prescription (please ask a member of the reception team when you order your prescription and they will advise you accordingly). It is also important during this time that you notify us if you would like someone else to collect your prescription for you. **The AskMyGP system will be running as normal and will available from 7.30am to 12pm each day for the entirety of the cross-over period.**

From 16th July 2019, all patients who have previously registered with the surgery for online access will be asked to re-register for online services before being given access. We appreciate that this is extremely frustrating and can be time consuming but there must be a process in place for us to check that your information has transferred across appropriately and correctly and the process of registering will give us a chance to check this information. In addition, some information within a patient record may be restricted and not visible via online services (such as safeguarding information), and on migration this information may become visible via online access. We therefore need to check each record and add the appropriate restrictions prior to release of this information. We hope that you understand the need for diligence and security of patient data and we really do appreciate your patience.

In preparation for transfer, we have also made a conscious decision to restrict the number of pre-bookable appointments for things like nursing clinics, physiotherapy, diabetes clinics, blood tests and more. The reason for this is that the appointments that are already booked will not transfer over to the new system and will therefore need to be transferred manually by a member of our team on the morning that the systems go-live. In restricting these appointments, we hope to reduce the possibility of any appointments being double booked.

Once our new system is in place, we hope to return to our normal levels of service within a few days.

We would like to take this opportunity to apologise in advance for any issues experienced during the cross over period and to thank you for your patience whilst we migrate the information to the new system.

If you have any questions or queries regarding this matter, please do not hesitate to contact a member of our reception team on 01476 348484.
