

Patient News Letter

NEW CLINICAL SYSTEM INSTALLATION

On the 16th November the practice **will** undergo a massive change with the installation of an entirely new clinical system. We are currently one of the only practices left in Derbyshire to be operating on our current system.

The installation of the new system will bring us up to date and in line with other practices across the county. It will benefit patients as it enables us to more easily share patient care information with other care providers such as district nurses and midwives etc and hopefully enable us to operate in a more effective way.

NO PRE-BOOKABLE APPOINTMENTS

To facilitate this change of clinical systems we need to make some **short term** adjustments to appointments. From Monday 7th November until at least 21st November ALL appointments will need to be made on the day. There will be no facility to pre-book appointments. You will need to call Reception from 8am on the day to book an appointment that day.

When you see the clinician—if they think that you need a follow up appointment more urgently they will arrange this.

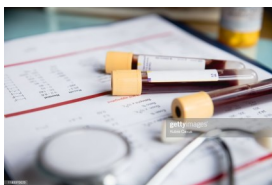
If you are calling for anything other than to make an appointment (for the same day) then we advise waiting until after lunch to call Reception to try and keep the phone lines as clear as possible for appointment bookings.

We will do our utmost to have pre-bookable appointments available again as soon as possible.

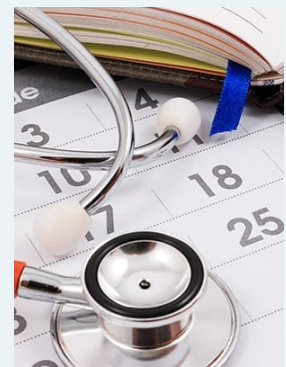
Rest assured during this time there is no reduction in the number of appointments available—it is the way the appointments are booked which is impacted.

BLOOD TESTS

To help alleviate the pressure and backlog of appointments that may occur over this 2-3 week period we are requesting that any patient needing a non-urgent blood test (annual health review etc) books an appointment to **have** their blood taken elsewhere. Appointments are available to be booked online www.swiftqueue.co.uk/uahdb.php Through this



site you may access appointments at St Oswald's Ashbourne, Babington Belper and other Derby clinics. Please ensure that you take your printed blood form to these appointments. The form can be printed and collected from our Receptionists or emailed/txt to you to be printed at home.



UPCOMING PRACTICE CLOSURE DATES

- Wednesday 9th November—Closed from 1pm
- Monday 26th December—Closed
- Tuesday 27th December—Closed
- Monday 2nd January – Closed

DISPENSARY HATCH OPENING TIMES

Mon 9am-12pm & 2pm-6pm

Tues 9am-12pm & 2pm-6pm

Wed 9am-12pm & 2pm-6pm

Thurs 9am-12pm & 2pm-6pm

Fri 9am-12pm & 2pm-6pm

REORDERING REPEAT MEDICINES

- Via the NHS App
- Returning the White re-order slip.
- Writing a re-order note (ensure to include name, DOB address and what repeat medicines you require).

Alternative local Pharmacies

**Morningside
Pharmacy**
79 Devonshire Drive
Mickleover
DE39HD
01332 514262

Boots
46 Station Road
Mickleover
DE39GH
01223 512189

Boots
Horse & Jockey yard
Ashbourne
DE61DR
01335 343509

Lloyds Pharmacy
Ashbourne Health
Centre
Clifton Road
Ashbourne
DE61DR
01335 343509

**Tesco instore
Pharmacy**
Kipling Drive
Mickleover
DE39NH
0345 6779215

Boots
Kingsway retail park
DE22 3FA
01332 204678

DISPENSARY

The new system will also have a huge impact on dispensary.

The staff not only need to learn a new system and way of working—they also have the mammoth task of re-inputting every single stock item (batch number, expiry dates etc) into the new system before they can begin to dispense it.

We realistically expect this will cause some delay in their ability to dispense for a short period.

In preparation for this we have previously issued 2 months of repeat medication to many patients. Please check your supplies before placing any more orders.

Please take note of the following dates and changes:-

Tuesday 8th— Friday 18th November there will be no DISPENSING (making up of prescriptions) of any medications.

Patients who have placed any orders around/during this time should expect to be impacted. They have the option to a) collect their Green Paper prescription and take it elsewhere or b) leave it with us to be dispensed at a later time but we cannot give you a definite date.

The hatch will remain OPEN as normal for collection of any medications already made up. You may also collect your Green paper prescription.

From **Monday 21st** we anticipate that they will be able to start dispensing again.

We will continue to send text messages to patients when their medications are ready to be collected.

We acknowledge that this is highly inconvenient and frustrating but please be assured we are all working extremely hard behind the scenes to try and minimise the disruption.



FLU CLINICS



We have flu clinics on Saturday 5th November 8.30-4.30 pm and Saturday 12th November 8.30-12.30.

Walk in patients are welcome on both days.

Outside of these times we may also be able to accommodate them during the week as “on the day” bookings via phone or walk-ins at the surgery. Wherever possible we will do our best to fit you in subject to a clinician being available.

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South
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Healthcare
Partnership

For the South Dales - by the South Dales



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