

## Dear Patient,

Following the merger of the practices, we would like to inform you that we will soon be merging the digital clinical systems previously used by Village Surgeries Group with the medical records held by Laurel Bank Surgery.

This work will take place from **Friday 8<sup>th</sup> May to Tuesday 12<sup>th</sup> May (inclusive)**.

During this period, there will be temporary changes to appointments, repeat medication requests, and online services. These changes are necessary to complete the safe transfer of medical records into a single system.

### 1. Temporary changes to appointments

As we are limited by the IT cut-off date of 8<sup>th</sup> May, we will be unable to book routine appointments after May 7<sup>th</sup> until the merge is complete.

- In the run-up to 8<sup>th</sup> May, there will be fewer routine appointments available.
- On **Friday 8<sup>th</sup> May, Monday 11<sup>th</sup> May and Tuesday 12<sup>th</sup> May** we will be able to deal with **urgent on-call problems only**.
- For all other queries, we kindly ask patients to contact us **from 8am on Wednesday 13<sup>th</sup> May**, when routine appointments will be available again.
- This temporary change affects all clinician types – GP, ANP, Nurse, HCA, Physio etc.

### 2. Temporary changes to Repeat Medication requesting

During the three working days when we temporarily lose access to the clinical system (**8<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> May**), we will **not** be able to issue repeat prescriptions. Additionally, requesting repeat medication through the online services NHS App and Patient Access, will not be available between **8<sup>th</sup> May and 12<sup>th</sup> May**. (see below)

To avoid disruption:

- Please check your medication supply in advance.
- If you are **due to order on or between 7<sup>th</sup> May and 12<sup>th</sup> May**, please place your request early by 6<sup>th</sup> May to ensure we have time to sign-it off.
- If your next prescription request is **not** due during this window, you can continue to order as normal.

### 3. Online Services (NHS App and Patient Access)

As part of the system merge, previous VSG patients will automatically become 'unlinked' from the old Village Surgeries Group records and after the clinical system records merger completes on May 12<sup>th</sup>, will need to reconnect to Laurel Bank Surgery.



**Main site: Laurel Bank Surgery, Old Hall Street, Malpas, Cheshire SY14 8PS**

Branch site: Farndon Surgery, Church Lane, Farndon, Cheshire, CH3 6QD

Branch site: Tattenhall Surgery, Ravensholme Lane, Tattenhall, Cheshire, CH3 9RE

# Laurel Bank Surgery

www.laurelbanksurgery.co.uk

Practice Code: N81038

Tel: 01948 860205

Partners:

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Dr Christine L Snowden

Dr Amy L Evitts

Edward Rigby MBA MIGPM

No online services will be available between 00:01 on 8<sup>th</sup> May until 8am on 13<sup>th</sup> May.

Please be reassured that you should not need to complete full online services registration or identity verification again.

## What you need to do from 13<sup>th</sup> May.

**Note: Please do not attempt this before 13<sup>th</sup> May as you may get an error message including 'Laurel Bank Surgery is not accepting registrations from this address'.**

### NHS App Users

- When you next log in on or after 8am on 13<sup>th</sup> May, the NHS App will ask you to reconnect.
- You do not need to re-register or complete identity verification again.
- Simply select Laurel Bank Surgery as your new practice and continue using the app as you have done before i.e for booking surgery appointments or ordering repeat medication.

### Patient Access Users

- Patient Access may display a message suggesting you need to re-register.
- However, you will only need to relink your account to Laurel Bank Surgery.
- To do this, you will need your Linkage Key / Key Code again. This is provided by the Surgery.
- We will enable an online request function to make obtaining this code quick and easy.

### Proxy Access

If you use proxy access (for example, to manage a child's or relative's account), you will also need to relink to Laurel Bank Surgery. As above no full re-registration is required.

### After relinking

Once your account is connected to Laurel Bank Surgery, you will be able to use the NHS App or Patient Access as before.

Thank you for your patience while we complete this important update. If you need assistance, please contact the surgery and our team will be happy to help.

Yours faithfully

Laurel Bank Surgery



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