



In May The Galletly Practice will change our clinical system from EMIS to SystmOne.

We have been planning this carefully for months to avoid disruption to the services we provide, but this is an enormous task and we ask for your patience during this time.

What is SystmOne?

SystmOne is a clinical computer system produced by a company called TPP. It lets NHS staff record patient information securely onto a computer. This information can then be shared with other clinicians at organisations other than your GP so that everyone caring for your health is fully informed about your medical history. SystmOne is currently used in GP practices, Child Health services, Community services, Prisons, Hospitals, Urgent Care and Out of Hours services, Palliative Care and many more.

Why Change?

EMIS used to be the best way of keeping a record of your medical notes for GPs, but SystmOne has taken over in terms of speed and efficacy. For this reason, more practices and community services use SystmOne, so it makes sense for us to change too.

With our new online form triage, we need the quickest system possible to look through the volume of requests we receive.

How does this affect you?

Longer term this will enormously benefit you, we will be able to work quicker and smarter. The 'changeover dates' will cause some short-term disruption as the data from your current clinical records will need to be captured and moved to the new system – there is no simple way of doing this (thanks to NHS IT infrastructure!)

Your current data will be 'extracted' on 13th May 2024 and this means we will not have access to the 'NHS Spine' from 13th May to 21st May. This impacts a few things which are listed below:

We will continue to provide the high standard level of service you are used to. To minimise disruption during the change there are some things for patients to know:

Telephone lines

- These shouldn't be affected – but we would ask that you, as always, try to keep your requests online as much as possible.
- We will be unable to help with your NHS App during the time period of 13th May – 22nd May.

Appointments

- Between 13th May and 22nd May you will not have access to your **NHS App**. To contact us via our online forms for GP appointments, you will need to use our website instead www.galletly.co.uk
- From 13th May – 22nd May any data we enter onto your records will need to be manually moved over to the new system after we move. With this in mind, the NHS advises that we limit some appointment types to reduce the enormity of this task. We will therefore limit:
- **8-week baby checks** – your baby's vaccinations will go ahead but their appointment to see a GP will be postponed to a later date
- **Happy Birthday Medication Reviews** – we won't restrict your medication but will invite you to book your review once we are using our new system
- Some **routine medical problems** may need to be restricted during this time period – but we will update you as you send enquiries in.
- **Prebooking routine appointments** might be restricted until our new system is up and running.

Prescriptions

- We have pre-empted this by issuing two months of most of your repeat items in April.
- For acute (one off) prescriptions issued between 13th May -22nd May we will print these and leave them at the Reception Desk to be collected.

Registrations

- Registrations will be entirely on hold between 13th May – 22nd May – we will be unable to process new registrations although we will still accept forms for new patients – you won't hear from us until after 22nd May.

- Unfortunately, we won't be able to help anyone who is temporarily in the area either during this time frame.

Online access- NHS App

- You won't be able to access your NHS App between 13th May and 22nd May for uses such as medication ordering or access to our online request form.
- If you registered onto the NHS app from the previous online tool called Patient Access, we have been told that you may need to re-register/link yourselves after 22nd May. However, if you registered directly with the NHS App then it should simply start working for you from 22nd May.

Go Live Day 21st May

The practice will have no IT access on this day, so we will be closed in the morning whilst we install and ensure things are up and running from Wednesday 22nd May.

If you need medical advice, please contact 111 or 999 in an emergency during this time and explain that our practice is closed due to a system changeover.

Thank you!

If you have made it to the end of all this information well done! This is such a complex task, but not one we will ever need to repeat again. It is part of making our service faster and more responsive for your benefit, thank you for your understanding.

The Galletly Practice Team