

# Important News

Manor Drive Medical Centre will change to a new clinical computer system EMIS web in August. The new system will give us more opportunities to improve patient care and fully integrate the two Practices.

In the week commencing 22nd August the Manor Drive Surgery side will start the switch and in the week commencing 29th August the Medical Unit side will follow.

Please note that in the week of the change we will have limited access to our computers and all doctors and staff will be receiving training on the new system. We therefore will only be able to deal with urgent problems and there will be no pre bookable appointments.

Telephone appointments will be also available and can be arranged on the day. We will also be unable to process repeat prescription requests within our usual timescales so please put all repeat prescription requests in well in advance and even if it is too early we will process them.

Once the new computer system is installed there will still be disruptions to our normal service as doctors and staff will be receiving training and getting used to working with a completely different computer system. This will slow everything down and longer waiting times for all services can be expected.

Once everything is set up and doctors and staff are trained there are a lot of advantages for everyone. Most of all, patients will have a greater choice of doctors and nurses and both sides of the surgery will be fully integrated.

Please be patient with us during this period as these will be difficult weeks for everyone and we apologise for the inconvenience caused.

Your Manor Drive Medical Centre Team