



NEW COMPUTER SYSTEM

April will be a busy month for the staff at Ramsey Health Centre as we shall be upgrading to a new computer system "SystemOne".

What is SystemOne?

SystemOne is a secure NHS database, similar to the EMIS system we currently use.

Why change?

System One is the preferred IT choice of Cambridgeshire PCT. Changing over will provide standardization across the PCT.

The upgrade will enable us to offer faster, reliable, more efficient and more comprehensive access to your medical records.

Will the security of my Medical Records be affected?

No. All data transfer will take place in-house. No medical information will leave Ramsey Health Centre.

When will the change take place?

The change over will start on Friday 16 April to our "GO LIVE" date of Monday 26 April.

The PCT are currently training our staff to use SystemOne in preparation for 26 April.

How will this affect me?

Every effort is being made to ensure we provide as normal a service as possible to our patients. We shall continue to provide our FULL clinical service although our pre-booked appointments will be affected towards the end of the month. We also ask our patients to help us by ordering their repeat medications early (as per item below).

Your understanding at this busy time will be much



26 April 2010

REPEAT PRESCRIPTIONS/ APPOINTMENTS

If your repeat prescription is due between 16 & 26 April. Please help us by submitting your requests early.

However, please be assured that if you should need a prescription over the change-over period it will not be a problem.

Our Dispensary will continue to dispense medications to patients but again we ask that any requests for repeat medications are submitted early.

The number of pre-booked appointments available from 16 April to 26 April will be limited. However one of the advantages of SystemOne will be the ability for our patients to book their appointments on-line.

CLINICAL GOVERNANCE

Ramsey Health Centre will close at 1pm on Thursday 22 April for staff training.

Our apologies for any inconvenience

Help us to Help You

- Please submit your repeat medication request either before 16 April or after 26 April
- Cancel you appointment if you are unable to attend so that we may offer it to another patient.
- Inform the Patient Services Team if you have any problems and we will do our best to help

OUT OF HOURS - EMERGENCY SERVICE

Urgent Care Cambridgeshire will be providing out of hours services for Cambridgeshire from 8 Apr 2010.

Urgent Care Cambridgeshire (UCC) formerly CAMDOC has a highly motivated and dedicated team ensuring the highest quality service is delivered to the whole population of Cambridgeshire. This is a principal that will govern all their future commitments.

Patients can continue to access this service either by phoning their doctor's surgery number and being transferred to the out of hours service or by ringing the new out of hours low cost number:

0330 1239131

The service is available 7 days a week:

Monday to Friday 1800 to 0800
All Weekends/Bank Holidays

From the following locations:

Doddington Hospital
Doddington

Hinchingbrooke Hospital
Huntingdon

UNABLE TO ATTEND FOR YOUR APPOINTMENT?

We continue to have a high number of appointments lost through non attendance.

If for any reason you are unable to keep your appointment please either call us to let us know or alternatively text us on

our dedication line.

We can then offer the appointment to another patient.

**To cancel an
appointment please**

text:

07907794417

PATIENT PARTICIPATION GROUP

We would like to set up a Patient Participation Group for Ramsey Health Centre and we are looking for volunteers from our patient population to join with us.

The key aims of the Group would be:

* To promote awareness of our services

* Obtain feedback from patients on

meeting objectives

* Share concerns, ideas and suggestions with patients

If you are interested in being part of this group please contact Mrs Julie White, on 01487 812611 **OR** email at

Julie.White@gp-D81059.nhs.uk



HAVE YOUR SAY