



We're making the switch to a new Clinical IT System on Tuesday 04 August

In 2019, your practice decided to upgrade its clinical IT system, and after months of preparation and planning we will be making the switch on Tuesday 04 August.

We've compiled a list of frequently asked questions you may have to explain a little more about why we decided to make the switch, and how we need your help to support us during the changeover.

Why are we changing systems?

The system we have been using for over a decade is good, however there is a more efficient system which will allow us to enhance the services we deliver as a practice.

Nationally, the Government has outlined its vision for health and social care to be delivered in a much more joined up way, known as 'Primary Care Networks'. By coming together and delivering services to our neighbourhood in a much more streamlined way, we are able to look at the health and care of our total population and achieve improved outcomes for a healthier, happier Swinton.

Our new IT system will support this work, and with the right information sharing agreements in place we will be able to work with our three neighbouring practices.

What will happen to your information in the old system?

Your full clinical information has been copied across to the new system with a full and rigorous checking process undertaken to ensure no information has been missed. We will also continue to have access to the old system for a number of months after we have switched.



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Will there be any change to our services whilst we make the switch?

From Tuesday 28 July until 03 August, we will be able to look at your medical records, however we will be operating on paper. This means that it will take us slightly longer than normal to process your requests.

What will happen on the day we make the switch?

On Tuesday 04 August, the practice will open at 10am instead of 8am. The new system will be activated at 8am and the team will be undertaking a number of checks to ensure everything is working as it should before we start using the new system.

What will happen to your repeat medications?

Our team have been working hard to post-date and extend repeat medications which would normally be issued between Tuesday 28 July until 03 August.

Will you still be able to order my prescriptions online?

If you are currently registered for online access with our current IT system, this will no longer work from Tuesday 28 July. You will be issued a new login with a PIN to access the systems online access system by the end of August. In the meantime, you can order your medication on our new digital practice at www.poplarsmc.nhs.uk

How can you support us?

Over the last 12 months we have made a number of other changes at your practice, these include:

1. A new digital telephone system.
2. A new digital practice website.
3. Recruitment of 3 full time Advanced Nurse Practitioners.
4. Improved signage and communication in the practice.
5. Creating a social media presence on Facebook and Twitter.



This is by far the biggest change and we need your help whilst we make the switch. Help us, by:

1. Being patient with our staff during this period.
2. Continue to following national and local COVID-19 guidance issued by the Government.
3. Remember you can seek medical advice, order fit notes, request an appointment, order your medication and more at our new digital practice by visiting www.poplarsmc.nhs.uk
4. Always phoning first and *not* attending the practice unless you have been invited to do so.
5. If it is urgent, call NHS 111, or if it is life threatening call 999

Visit www.poplarsmc.nhs.uk

Thank you for your support and co-operation.



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