



SURGERY NEWS

NHS

IMPORTANT CHANGES TO OUR CLINICAL SYSTEM

WE'RE MOVING TO SYSTMONE

FROM
EMIS



TO
SystmOne

We are changing
from EMIS to
SystmOne.

Most practices in our
local area, including
community services,
already use SystmOne.



Moving to the same system will support better communication between services
and help information be shared more smoothly and safely.

KEY DATES

1 SWITCH PERIOD



URGENT APPOINTMENTS AND REQUESTS ONLY

FROM
FRIDAY 7 AUGUST 2026
TO
TUESDAY 18 AUGUST 2026.

During this switch period we are
unable to enter data in the usual way.
We will only be operating urgent
appointments and urgent requests.
These can be entered retrospectively
after the switch is complete.



Routine appointment requests, fit notes
and non-urgent admin queries should
wait until after the switch where possible.

2 ORDER MEDICATION EARLY

By Tuesday 4 August 2026

Please order any repeat
medication due around the
switch week by this date to
help avoid delays.



3 SERVICES BEGIN RETURNING TO NORMAL

From Wednesday
19 August 2026

Services begin returning
to normal from
Wednesday 19 August 2026.

Routine appointments and
admin requests will resume
once the switch is complete.



APPOINTMENTS

During the switch period (Friday
7 August to Tuesday 18 August 2026),
we will only be offering urgent
appointments and urgent requests.
Routine appointment requests,
fit notes and non-urgent admin
queries should wait until after
the switch where possible.



PRESCRIPTIONS

Please order your
medication early for
August to help us
manage demand and
reduce delays during
the switch period.



ONLINE ACCESS / NHS APP

During the switch period, online
services may be temporarily
affected. If you use the
NHS App, it should reconnect
after go live, but you may
need to log out and back in.
If you have been using Patient Access,
please be aware this may no longer
work in the same way after the switch.



YOUR LOCAL PHARMACY CAN HELP

For minor illnesses, your local
pharmacy may be able to
offer advice and treatment
through NHS Pharmacy First.

This can help with some common
conditions and may save you a trip
to the practice.



YOUR DATA AND PRIVACY

Your medical record
remains safe and secure.
This is a system change
only — your information
will continue to be handled
confidentially and in line
with NHS standards.



NEED HELP?

For urgent medical problems
during the switch period, please
contact the practice as normal.
You can also use NHS 111
online or call 111 for urgent advice.

999

For life-threatening
emergencies, always dial 999.



Thank you for your patience and understanding
while we complete this important upgrade.





SURGERY NEWS

OPEN DAY – YOU'RE INVITED!

*Join us for our
Coffee, Cake & Information Day!*

**WEDNESDAY
8 JULY 2026**

10AM – 2PM



Patients are welcome to pop in for a chat and find out more about the surgery and local services.



Tea, coffee and cake available for a small voluntary contribution.



All patients, families and carers are very welcome.



Ask questions and find out more about our services and the upcoming system change.



*We look forward to seeing you –
come and say hello!*