

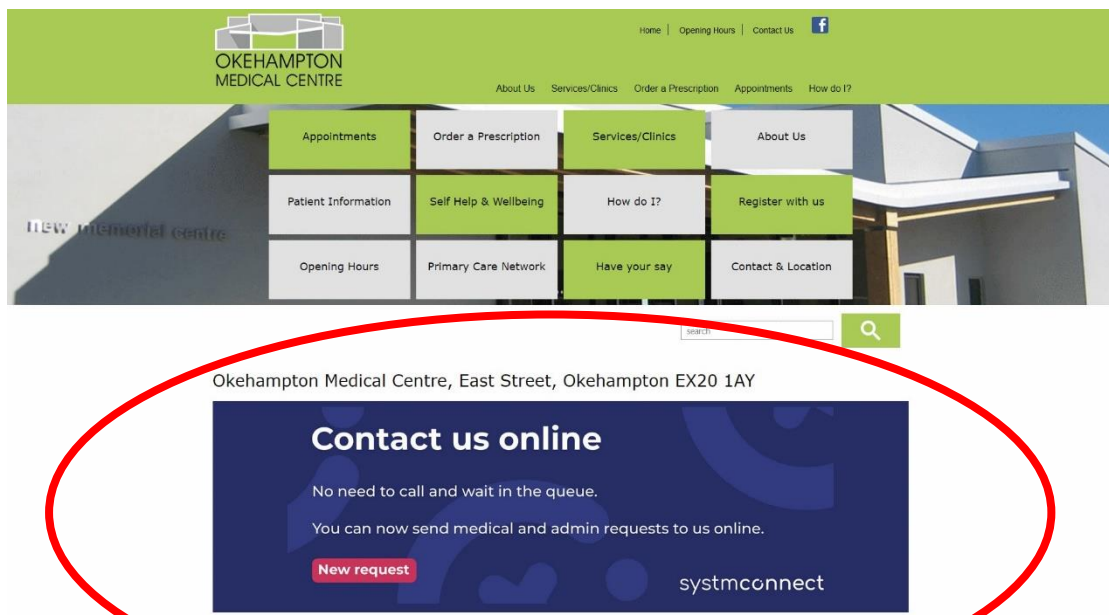


Important Notice for all Okehampton Medical Centre Patients

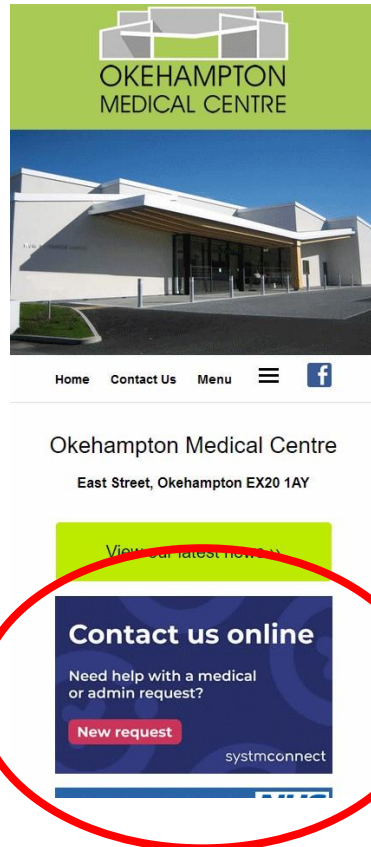
We are in the process of moving over to a new electronic patient records system called SystemOne. Alongside this we will be changing our online triage system to SystemConnect.

We hope you will find it easier to use and welcome your feedback.

This is how it will look on our website www.okehamptonmedicalcentre.co.uk:



And on our mobile site:



On Wednesday 8th May, our current online triage system, Klinik, will be shut off at 4pm. You will still be able to phone the surgery on 01837 52233 for anything urgent. Please be aware that our automated system for booking, checking, and cancelling appointments (option 2) will be unavailable between Wednesday 8th and Thursday 9th May.

SystemConnect will be available for online submissions from 8am on Thursday 9th May. However, it will be unavailable during our half day closure for staff training from 1pm-6pm.

From 9th May, you will not be able to use Patient Access, as it is not compatible with SystemOne. The NHS app is the best method for online access, although there are other alternatives.

We understand that if you have registered for the NHS app using the 'Prove Your Identity' (PYI) online process (the one where you take a picture of your ID and take a video of yourself), this will still work when you log in after we have gone live (Thursday 9th May).

However, if you registered using a linkage key from the practice, the linkage will break and you will then get a prompt to reregister using PYI, or you can ask the Practice for a new SystemOne passphrase.

We would like to thank everyone for their support and understanding, and we hope that you can bear with us whilst we become accustomed to the new systems.