



Bolton Community Practice CIC



Patient Advisory Group

Dear Patient,

Please find below a list of frequently asked questions in relation to the practice moving to a new clinical system on the 22nd May 2018.

**Frequently Asked Questions (FAQ's)
Clinical Computer Change-Bolton Community Practice.**

Q, Why are you changing your clinical computer system?

A, We are changing our computer system to Emis web clinical system; this is going to be the clinical system of choice across Bolton.

Q, Will I still be able to book GP appointments?

A, Yes you will still be able to book appointments. However, from the 14.05.18, you will only be able to book an appointment on the day. You will be able to pre-book appointments again from the 23.05.18 by coming in to the surgery or phoning the surgery on 01204 463444

Q, Will I still be able to book Nursing appointments?

A, You will be able to book nursing appointments up until 11.05.18. From 14.05.18, only urgent investigations and childhood immunisation clinics will be available with the nursing team. Routine nursing appointments will be available to book from the 23.5.2018.

Q, Will online services be available during the computer change?

A, No, all online services will be suspended from Friday 27.4.2018. Online Services for patients previously registered for online services will be reactivated from the 29.05.18, patients that have previously had access to their medical records (online) will have this granted again from the 29.5.2018.

Q, How will I get my new user details for the new online services?

A, These will be sent to you either by email or text message with a link to the new web address.

Q, Can I register for online services during the downtime?

A, Yes, we will take the completed documentation and a copy of your photo ID. These registration documents will be stored securely until the 29.5.2018 when we will start processing them again. We will then contact you with your log in details



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Q, Can new patients still register?

A, Yes, if you would like to register with the practice please complete a new patient registration form. However, if you register on/after the 09.05.18 your registration will not be processed until the 23.05.18 (until that time new patients will need to be seen by their previous GP)

Q, Can I still order my prescription?

A, Yes you can order your prescription by either calling into surgery to order it, getting your local Pharmacy to order it on your behalf or you can ring the dedicated prescription line: 01204 462950. Please ensure you leave a clear message, containing your name, Date of Birth, name of the medications you require and which surgery you would like to collect the prescription from. Patients that normally receive monthly issue of medication will be issued with a prescription to cover for two months' worth of medication.

Q, How do I get the results of any investigations that I may have had done?

A, Please contact the surgery after 10am and the administration team will deal with your query and will inform you of the Doctors comments once they have read the investigation. Please leave 4 working days after having the investigation to contact the surgery to allow the clinician's time to process the results.

Q, Can I still get a referral?

A, Yes, if our clinical team feel that you need referring to a specialist this can still be done in the normal way via the Electronic Referral Service.