

# HADDENHAM MEDICAL CENTRE

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## **Clinical Computer System at Haddenham Medical Centre**

The clinical computer system is an integral part of general practice. There are a number of different systems available for practices to choose in the UK and they are constantly evolving.

We have known for some time that our old computer system (called "Premiere") would no longer be developed by our service provider but earlier this year they announced that the system would stop being supported by them. As a consequence, we had no choice but to change to an alternative system. The new system (called "Synergy") was installed on the 1st August 2012. This was a big job that involved the transfer of all patient data to the new system, detailed checking to ensure the information had come across properly and an extensive training programme for the whole practice. Inevitably this caused some disruption to our services and during the crucial few days of migration we were not able to offer routine appointments, had no access to patient records and could only offer on the day consultations for urgent problems. We also experienced problems with the repeat prescription system and are sorry that caused considerable frustration.

Unfortunately we recently learnt that "Synergy" will not be supported after October 2013. This is a huge shock and great disappointment to us, other local practices that use the "Synergy" system and the Buckinghamshire Primary Care Trust who helped organise and pay for the migration. We have no choice but to change once again. Rather than spend six to nine months learning how to use "Synergy" fully and then change, we have decided to move to a new system as soon as possible.

The system we have chosen (called "EMIS") will be installed and ready to use on the 18th January 2013. We will try to ensure that the disruption to our normal services will be minimal but there will again be several days around the change when we will not be able to provide routine bookable appointments or repeat prescriptions. Our doctors will be available to offer urgent consultations during this period as before. Please order any repeat prescriptions likely to be needed before the 11th January 2013.

Please rest assured that your confidential medical information will be protected throughout the migration process.

Further updates will be posted on the practice website and in the reception area leading up to the change over.