

The Beggarwood Surgery

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PATIENT UPDATE

ACCESS TO GP SERVICES ON FRIDAY 28/1/22 AND MONDAY 31/1/22 ONLINE ACCESS AND ACCESS TO THE NHS APP FROM 1/2/22

Please be aware that, due to Beggarwood Surgery's merger with Camrose, Gillies & Hackwood (CGH) Partnership, the clinical computer systems for all surgeries will be temporarily unavailable while the systems merge from midday on Friday 28 January 2022 until 10am on Monday 31 January 2022.

During this short period, we will be running urgent clinics only (i.e. for issues which you feel cannot wait until Monday) and will not be able to see patient notes, issue repeat prescriptions or issue any electronic prescriptions. eConsults will also not be available. To ensure we issue your repeat prescriptions before this system update takes place, please request your items by Wednesday 26 January at 18:30.

Please only contact the practice over this weekend period if you feel that you have a problem that cannot wait until Monday. Life-threatening emergencies should call 999 as normal. Anyone who does contact us will be triaged by a clinical member of our team.

Whilst updates are implemented patients will not be able to use the NHS App and online Patient Access services. The NHS App should refresh within seven working days and then be accessible as normal. For anyone using online Patient Access services at Beggarwood Surgery, we will need to re-issue you with new account details (such as a Linkage Key and Account ID) once the merge with Camrose, Gillies & Hackwood (CGH) Partnership has taken place. Please contact the Beggarwood Surgery via telephone or email after 1 February 2022 to request your new account details which can then be sent to you via text link or email.

Thank you for your co-operation and patience.

Beggarwood Surgery
