

Dear Patients of Yealm Medical Centre

I thought it would be helpful to update you on some of the changes in the background here at Yealm.

Online services:

We are now ready to get online services back up and running. Thanks to the help of a handful of willing patients, I have been able to test the facility and all appears to be working well! Initially we can only switch on access to order repeat medications. In the near future we will be able to add other features such as booking appointments on line, but we can not do this at the moment due to Covid-19 restrictions.

I am now in the process of rolling out access to the online services to previous users of The Waiting Room. These patients will receive their username and password via email and then will have 7 days to activate the account. Please look out for your email and check your junk mail too just in case! There is no quick or easy way to do this and it is very admin intensive at our end as we have to individually activate every account. Over 700 patients were regular users of our previous system so I am initially targeting those who frequently order their medication this way.

As I am sure you can appreciate, we want to prioritise those patients who previously used online services. Therefore, if you have not used the online services before, please bear with us. The registration process is different and we are required to see identification before setting up access so I will need to look at how to manage this whilst still practicing social distancing. It may be necessary to arrange an appointment system for this – I will update again as soon as we are ready to enter this phase.

Texting:

I am also trialling a texting system to advise patients that their medication is ready to collect. We are currently doing this with acute medication (new or urgent medication such as antibiotics) or if we have medication that has been awaiting collection for over a week in order to make room for newly dispensed items. Depending on the success of this we may be able to send a text at the point when medication is dispensed. We will monitor the practicality of this over time. The good thing with the new online system is that you will receive confirmation of your request and a date when the medication will be ready – so the texting may not be needed in the long term.



If you have any feedback or suggestions about any of this please let me know. I know that communication has been a problem in the past and I hope that this will finally start to resolve some of the issues. I hope that the new telephone system (installed in early March) has helped too.

I would like to extend my personal thanks on behalf of myself, the Partners and staff here at the medical centre for your support. The timing of introducing a new clinical system and new telephone system at the same time as we are experiencing a worldwide pandemic has been a huge challenge and we are grateful for your patience.

With very best wishes.

Stay safe.

Kerry Snell

Practice Manager