

Important Information - Clinical Computer System

Kersland House Surgery IT Migration

Kersland House Surgery is changing its clinical computer system from **EMIS PCS** to **Vision** as part of an essential NHS Scotland programme. This is a decision made by Scottish Government. Please be reassured that:

- ✓ You will remain registered with Kersland House Surgery
- ✓ Your medical records will be transferred securely
- ✓ Urgent medical care will continue throughout the change
- ✓ Routine services will return after the migration period

We will be transferring to a different system between **Tuesday 29th September and Monday 19th October**. Our **Go Live date** is **Wednesday 7th October**. This is the first day we will use Vision as our clinical system.

Repeat Prescriptions

During the migration period, we will be unable to process routine repeat prescription requests. If you need medication during this time please submit your prescription request no later than **12 noon on Friday 25th September**. We will begin accepting prescription requests again from **Monday 19th October**. Please allow extra time for your medication and be aware that local pharmacies may be busier than usual before and after the changeover.

Routine Appointments

Routine appointments will be available as normal until **Friday 25th September**. From **Tuesday 29th September to Friday 16th October**, we will have limited capacity and will **not be offering routine appointments**. During this period, appointments will be available for **urgent medical problems only**. Routine appointments will resume from **Monday 19th October**.

Urgent Medical Problems

Urgent medical care will remain available throughout the migration. Between **Tuesday 29th September and Monday 19th October**, we will only be offering **urgent, same-day appointments**. Please contact the practice only if your medical problem cannot safely wait until after 19th October.

Online Services

Our current online service will stop working from 5pm on **Thursday 1st October**. After the migration, patients who have provided an up-to-date email address will receive an email invitation to register for Vision's online service, Patient Services. The email will come from: noreply@mvvision.co.uk. Please check your junk or spam folder if you do not see it. Patients who are not currently registered for online services can request access through the practice website after the migration is complete.

Forms, Reports and Administrative Requests

There may be delays in processing medical reports, insurance forms, letters, administrative requests and other non-urgent paperwork. This is because staff will be learning to use the new system and adjusting to new ways of working.

When Will Services Return to Normal?

As with any major IT change, there will be an impact to productivity while staff become familiar with the new system. We will do everything possible to minimise disruption and continue to provide safe, effective care. Thank you for your patience, understanding and support while we make this essential, Scottish Government led change to our GP IT systems. We apologise for any temporary inconvenience and appreciate your understanding.