



Important Advance Warning to all Okehampton Medical Centre patients

Disruption to normal service Monday 29th April – Monday 13th May

We are in the process of moving over to a new computer clinical system that we use for all your medical records, appointments, and prescriptions. This is a more efficient and modern system that will help us to provide you with a better, integrated service.

We are preparing for this to ensure a smooth transition and to minimise disruption to the care we provide you. We have discussed our outline plan with our patient group, who have been very supportive.

Please note:

- **Online services (repeat prescriptions requests, viewing medical records, booking blood test appointments) using Patient Access/NHS App will be unavailable from 29th April until the new system goes live in May. From Monday 13th May you will only be able to use the NHS App, as Patient Access is not compatible with our new system.**
- **However, you will still be able to contact us via: [Klinik](#), by phone 01837 52233 or in person at the practice to order a prescription, request an appointment or for any other request or query.**
- **For Online Pharmacy users only (such as Pharmacy2U, LloydsDirect): We will not be able to process your order during these dates, so please order by Thursday 25th April. You will be able to order as usual from Monday 13th May.**

We would like to ask everyone for their support and patience, and we hope that you can bear with us whilst we become accustomed to the new system.

Thank you for your understanding.