

**\*\*\*\*PATIENT INFORMATION\*\*\*\***

**IMPORTANT NOTICE REGARDING THE PRACTICE COMPUTER SYSTEM**

Further to a letter that was sent to all patients in March 2010, Northburn Medical Practice and Viaduct Medical Practice have now merged to create **Denburn Medical Practice**. Therefore to update the new practice computer system NHS Grampian will be carrying out essential work to the system on **Tuesday 22<sup>nd</sup> June, Wednesday 23<sup>rd</sup> June and Thursday 24<sup>th</sup> June 2010**.

As you will be aware, computers are now used routinely in the Practice. It is therefore very important that this system is maintained and updated, and usually this is carried out during the evening when the Practice is closed. However, on this occasion, due to the extent of the work that is required there will be some disruption to the computer system on 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> of June.

***During this period we will not be able to:***

- ***Pre-book routine appointments for the doctor or nurse***
- ***Issue routine repeat prescriptions***

We therefore respectfully request your patience and assistance during this time by:

- ***Ensuring you order your repeat prescription (if due at this time) in advance of, or following the 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> of June***
- ***Pre-booking routine appointments with the doctor or nurse in advance of, or following the 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> of June***

We can assure you that this will not affect your care in any way, as Denburn Medical Practice will be running a normal service and the doctors and nurses will be consulting as usual. If you require to be seen on the day, or in an emergency situation, you will be able to speak to a doctor and if an appointment is needed then you will be given one.

This work is essential to ensure that the computer system supports our work and services. We wish to reassure you that every effort will be made to keep disruption to a minimum. We apologise for any inconvenience this may cause and appreciate your support during this time.

Should you have any questions, please ask to speak to the Practice Manager.

**Thank you.**