

TELDOC Medical Practice

Trinity sites: 03300 536 456

Oakengates site: 01952 620077

Lawley site: 01952 560012



Dear Teldoc Patients

### **Re Merger of Clinical databases – October 2017**

I am writing to inform you of the forthcoming two step clinical database merger to create the Teldoc medical practice clinical database. Currently the database is in three separate historical parts (Trinity/Oakengates/Lawley). The plan to merge is as follows:

**1. Friday 6<sup>th</sup> October 2017 and Monday 9<sup>th</sup> October 2017 – Merger of Trinity and Oakengates (TO)**

The Lawley Teldoc site will not be affected on this date, but all other Teldoc sites will be affected. These are: -

- Oakengates
- Highfield Clinic, Hadley
- Hadley Health Centre
- Malinslee
- Aqueduct
- Leegomery
- Madeley
- Lightmoor

**All the above sites will close at 12 noon on 6<sup>th</sup> October.**

**2. Friday 20<sup>th</sup> October 2017 and Monday 23<sup>rd</sup> October 2017 – Merger of Lawley and Trinity/Oakengates**

All the above Teldoc sites will be affected on this date as well as Lawley.

**All of the above sites plus Lawley will close at 12 noon on 20<sup>th</sup> October.**

On the Friday afternoons of the 6<sup>th</sup> and 20<sup>th</sup> the practices will close in order for the necessary work to take place on the clinical systems. In order to ensure a level of service to patients there will be emergency cover. This will be provided by Shropdoc. Their contact number is - 0333 222 6655

On the Mondays of the 9<sup>th</sup> and 23<sup>rd</sup> on there will be no pre-booked appointments in the morning but the practices will be offering a telephone consultation service which will be for urgent issues/concerns only.

**Please note the following: -**

- Medication: Please check to see if you require medication close to the dates of the mergers, and order earlier in the week of the merger. As always an emergency supply can be provided by certain local pharmacies and you should check with your pharmacy as to whether they provide that extended service.
- Appointments: The routine appointments already made with clinical staff at Oakengates/Lawley will not transfer with the mergers and all of these will have to be manually put onto the newly merged system. The practices therefore will need to ensure that all appointments are transferred correctly before further routine appointments are made available, so we may need to limit the book ahead appointments briefly after the merger until this exercise is complete.
- Patient Access: Please be aware that if you currently use Patient Access at the Oakengates and Lawley sites for medication requests/booking appointments, that your log in will need to be reset by the practice after the mergers. These will be prepared for you after the mergers, so please attend Oakengates from week commencing 16<sup>th</sup> October 2017 or Lawley surgery from week commencing 30<sup>th</sup> October to collect these.

On behalf of Teldoc I would like to apologise if this work causes you any inconvenience but the closures are necessary in order to complete the database mergers and will be of benefit to the practice and patients in the future. Please bear with us during this time ,we appreciate your patience.

Yours Sincerely

Wayne Cooper

Practice Director