

WATERSIDE MEDICAL PRACTICE

**** IMPORTANT ANNOUNCEMENT ****

CLINICAL SYSTEM CHANGE

ONLINE ACCESS

TPP SystmOne Go Live- Monday 14th of October 2024



Waterside Medical Practice will be transitioning to a new clinical system on Monday 14th of October 2024. This change is part of our ongoing commitment to provide you with the highest quality of care.

Due to the practice upgrading its clinical system, the current patient access service will be discontinued from Friday 4th of October 2024.

What does this mean for you?

- If you have a patient access account to access your medical record, this will be discontinued.
- Your data will be protected through this transition, but the third-party software will no longer be available.
- If you have a proxy account for someone else, this will also be deactivated.

How to manage your online access moving forward.

- All patients registered with the NHS app will not be affected. Your accounts will transition alongside the practice.
- We would encourage all patients to register for the NHS app to access their medical records, as you can do this at home without needing to provide ID to the practice.
- If you require a proxy access account setting up, you must complete a form at reception to allow us to set this up.

If you have any questions or concerns please speak to our reception team, who will be happy to help.

Waterside GP Partners

Dr Richard Thomas, Dr Jason Greenslade, Dr Laura Bryant, Dr Helen Harris.