

NHS

Important Patient Update



IMPORTANT PATIENT UPDATE

During June we will be combining the clinical systems of the four sites of Central Healthcare. These system mergers will take place over a three week period with Falsgrave, Peasholm and Belgrave practices joining Prospect Road's clinical system as branch sites.

Branch structure of Central Healthcare

As we have explained in previous newsletters we are joining together to safeguard the long term future of the practices. By doing this we hope to provide you, the patients, with improved access and offer more services. We will be able to develop specialist services as we share expertise across the sites.

What does this mean for patients at Peasholm?

- Limited appointments will be available during this period and will be predominantly restricted to urgent on the day medical issues.
- You won't be able to book appointments in advance.
- Only urgent blood tests will be available.
- There will be a delay in results being received at the practice. The hospital will contact us by phone with any result that needs immediate action; other results may be delayed by a few days.
- Communication from other organisations may be delayed; this includes letters from Scarborough Hospital.
- Access to SystemOnline will be restricted during this period. If you are unable to access your account after 25th June please contact your practice to reset your password.
- On 12th and 20th June Peasholm will be closed from 4pm.

- On 13th June we will not be open until around 11am. On 21st June we will not be open until around 9am.
- If you need medical assistance during these hours please phone the normal practice number and a message will explain the process in place.

What can patients do to help?

- If you have medication due during this three week period please order early.
- If you have a medical issue that can wait we would appreciate you not ringing on these dates.

Thank you for your patience and understanding during this merger process. If we experience any delays during this period which will further impact on the hours we are closed for, updates will be added to our website:

www.scarboroughcentralgp.nhs.uk