

### **Key Information**

Jedburgh Medical Practice will shortly be undertaking essential work to replace our clinical computer system.

Please read the following information carefully to help minimise disruption to services during this period.

### **Appointments**

To enable the installation of the new computer system, we will be operating an **emergency appointments only service from Friday 26 September 2026 until Thursday 1 October 2026 inclusive**.

During this period there will be limited or no access to patients' medical records while the new system is being installed and configured. As a result:

- There will be no advance routine appointments available with our ANPs or GPs
- Our Advanced Nurse Practitioners (ANPs) will continue to see a limited number of patients each day for acute issues.
- Our Practice Nurses and Healthcare Assistances will have a limited number of pre-bookable appointments available.
- Appointment times for all clinicians will take longer than usual due to the temporary limitations of the system.
- We as patients requiring routine, non-urgent appointments to avoid requesting appointments during this period where possible.

Patients requiring urgent medical attention or advice should continue to contact the practice as normal.

### **Please Note**

If you attend the surgery during this period, you may experience longer waiting times than usual. We sincerely apologise for this inconvenience and appreciate your patience and understanding.

### **Urgent Home Visits**

There will be no change to our usual process for arranging and carrying out our urgent home visits.

### **Repeat Prescriptions**

Please check that you have sufficient medication to cover the period:

#### **Friday 25 September 2026 Thursday 1 October 2026**

Where possible, we ask patients to request repeat prescriptions early to avoid the need for prescription requests during the system change. Please help us by ordering your medication in good time.

### **Early Repeat Requests**

We will accept early repeat prescription requests from 14 September 2026.



## **JEDBURGH MEDICAL PRACTICE – ESSENTIAL COMPUTER SYSTEM REPLACEMENT**

### **Patient Access and Online Services**

As previously communicated, Patient Access will no longer be available after Thursday 4 September 2026.

Once the new computer system is live, patients currently registered for Patient Access will receive an email or text message from our new online service provider.

This communication will explain how to register for the new system and continue to order repeat medication online.

Important – you should receive this communication at approximately 9pm. Please follow the instructions provided in the message to complete your registration. Do not reply to this text message.

### **Test Results**

During the changeover period, access to laboratory and test results will be limited.

We ask for your patience and understanding if there are delays in processing or communicating results.

### **Thank You**

We appreciate that this essential system upgrade may cause some temporary inconvenience. These changes are being made to improve our systems and support the delivery of patient care in the future.

Thank you for your co-operation, patience and understanding during this important transition.

The GP Partners

Jedburgh Medical Practice