

Dear Patients,

We regret to inform you that our clinical system, EMIS, is currently experiencing technical difficulties due to a global IT outage. This system is crucial for managing appointments, accessing medical records, and processing prescriptions, so this interruption may affect our ability to provide timely and efficient care. We have limited access to your information so please bear with us.

What This Means for You:

- **Appointments:** We will do our best to proceed with your scheduled appointments, but there may be delays. We appreciate your patience as we work through this issue.
- **Prescriptions:** If you need a prescription, please bear with us. There may be a delay in processing new prescriptions and refills.
- **Test Results:** Access to test results is temporarily unavailable. We will update you as soon as the system is restored.

What We're Doing: The National team is working diligently to resolve this issue as quickly as possible. We are in close contact with EMIS support to expedite the repair process.

What to do:

- **Emergency Care:** For urgent medical issues, please use 111 online <https://111.nhs.uk/> or visit your nearest urgent care centre or contact emergency services.
- **Minor illness:** Please check your local Pharmacy <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

Our Telephone is still available for advice, please contact our reception team directly at [phone number]. Alternatively, you can email us at [email address], and we will respond as soon as we can.

Updates: We will keep you informed with regular updates on our website and via email. Please check back frequently for the latest information on the system status.

We apologise for any inconvenience this may cause and appreciate your understanding and patience as we work to restore our services to full functionality.

Thank you for your cooperation.

Sincerely,

Dr Ninan & Partners

Darwen Healthcare, James Street West, Darwen, BB3 1PY

Tel: 01254 964640