Quick Patient Guide to SystmOnline

Patient guide

The following guide is designed to help patients navigate through the different menus in the SystmOnline.

Page guide
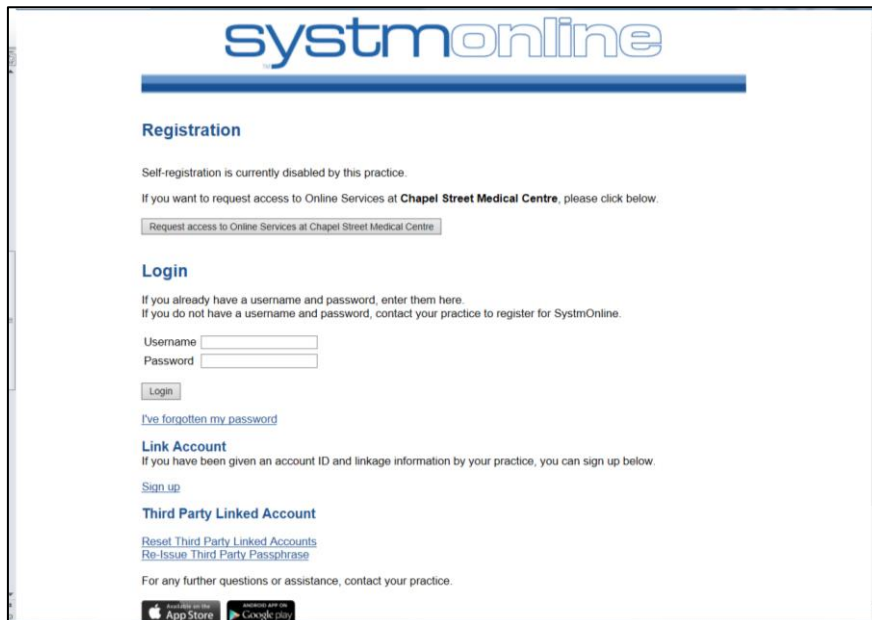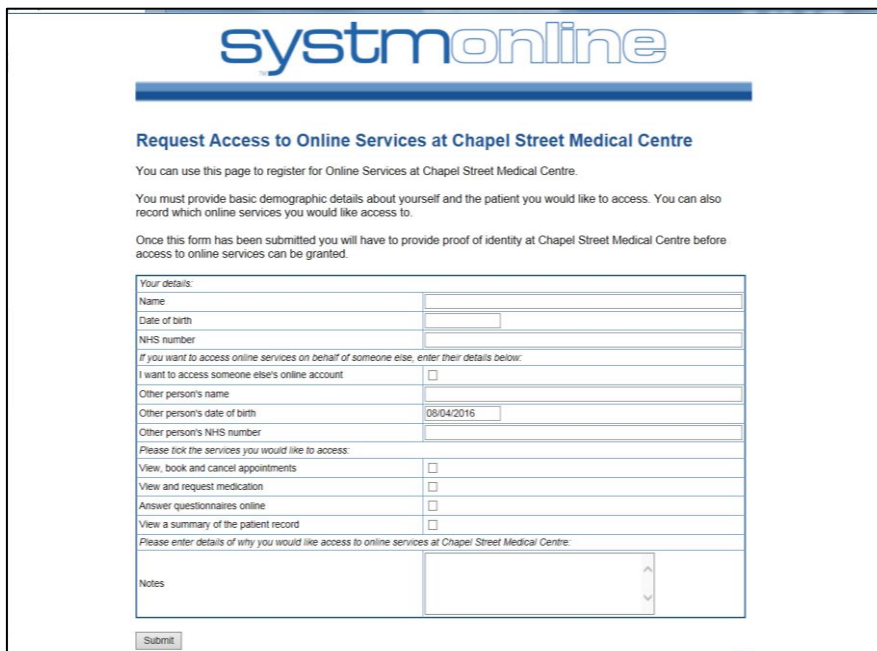
Logging in

The SystmOnline log in page should be accessible from your GP practice website. This can usually be found by looking for the **online services** page.

You'll need a valid username and password to access SystmOnline. These can be obtained by visiting your GP practice in person and taking **two valid forms of ID**.

TPP recently added the below **Registration** feature to allow patients to request access to online services by adding information to a form. Please note, filling this in will not allow the GP practice to fully process your online access request. Patients will still need to visit the practice in person to validate their online registration form. This step is necessary to ensure that access to online services is granted securely and appropriately.

Unsuccessful log on

Take care when typing in your password. If you <u>incorrectly</u> enter your password **5 times**, your account <u>will be suspended</u>.

A notification will be sent to the practice and you will need to re-visit the surgery to have your account reset.

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

Your username or password is incorrect

Username warrensmith160383
Password

[Login]

I've forgotten my password

Link Account
If you have been given an account ID and linkage information by your practice, you can sign up below.

Sign up

Third Party Linked Account

Reset Third Party Linked Accounts
Re-Issue Third Party Passphrase

For any further questions or assistance, contact your practice.

App Store   Google play

SystmOnline Home Page

Once logged in to SystmOnline you will arrive at the **Home** page. The main menu on the home page shows the main online services that your practice is able to offer. By clicking on the blue hyperlinks you will be able to select the sub-service of your choice **(1)**.

The home page will also show the name, address and contact information that the practice holds for you **(2)**.

Your practice may post messages on the home page from time to time. These will be displayed in the yellow box. Please take note of any important information posted **(3)**.

systmonline

| Home | Book Appointment | Future Appointments | Questionnaires | Help | Logout |

Miss Lorraine Georgina Smith
Date of birth: 16 Mar 1983
Address: 31 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN

Dales Surgery
Mill House, Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN

General: 01132050080

(2)

Thank you for using SystmOnline to communicate with the Dales Surgery.   **(3)**

Home

Appointments   **(1)**
Medication
Patient Record
Messages (14 Unread)
Questionnaires
Online Account Management
Help
Choose Patient
Logout

Changing Patients

It is possible to switch to another patient's online account by selecting the **Choose Patient** hyperlink:

Selecting this hyperlink will take you to the **'Choose Patient'** page where you can select other patient accounts (known as proxy access) that the practice has granted you access to. Please note, not all practices offer this feature and proxy access is only granted for patients when relevant.

Choose Patient

You can access online services on behalf of the following patients. Select the patient whose account you want to access.

Dales Surgery

| Miss Lorraine Georgina Smith | Mr Warren Smith |

Help

Booking Appointments

Clicking on the **Appointments** menu from the **Home** page will allow you to book appointments **(1).** You can also view any upcoming appointments you have booked by clicking 'future appointments' **(2)** and a history of your previous appointments by clicking 'past appointments' **(3)**.

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Appointments

Home
Book Appointment **1**
Future Appointments **2**
Past Appointments **3**

Help

tpp

Last logged in to the SystmOnline website on 04 Aug 2015 11:21
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Choosing **Book Appointment** will show you all the available appointments at the practice.

Click **View Available Appts** at the end of the row for the session you would like.

The next screen will show further detail about the appointments you have selected including the appointment type, start and end time and duration of the appointment.

Take note of the **Start Time** and **End Time** for each appointment. Click **Book** at the end of the row for the appointment you require.

Accessing Medication Requests

Clicking on the **'Medications'** menu from the **Home** page will take you to an area where you can:

- Request medication **(option 1),**
- View recent prescription requests **(option 2)**
- Change which pharmacy your electronic prescriptions will be sent to **(option 3).**

Requesting Repeat Medication

After clicking **Medication** on the previous screen, the following medication screen displays all of your recent medication (acute) and regular medication (repeat).

All current repeat prescriptions are listed with the drug, dosage, quantity, last issued date and status.

An empty tick box in the left-hand column means you can ask for a new prescription for that drug. Put a tick in the required box and click **Continue.**

If there is no tick-box in the left hand column for the drug you require, you will need to click the **Make Custom Request** option and enter the relevant information within the notes field. When providing this information, you should bear in mind that it may be visible to all practice staff. Please be aware you cannot tick boxes while also trying to use the custom requests section. You can only use one of these features at a time.

If you wish to add notes about the repeat prescription you have selected, you can do so in the notes field after clicking **Continue** on the previous screen. You can then complete your request by clicking **Request Medication**.

The Medication Order Summary will then be displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection in two working days (after 2pm). Click **Return to Current Medication** to return to the Current Prescriptions page where the status of the drug will show that it has been requested.

Viewing Outstanding Requests

By clicking on the **Prescription Requests** option from the **Medication** menu will display any current outstanding medication requests.

You can click **Amend** to change details about the request <u>or cancel it entirely</u>.

Changing Pharmacies

If your practice is set up to offer electronic prescriptions, you can select a pharmacy that these will be sent to by default.

SystmOnline will automatically list the closest pharmacies to you. As soon as you select the **Choose** button, this will update your nominated pharmacy. Pressing the **Remove** button will effectively delete the pharmacy that has been recorded.

Change Pharmacy

GP practices can choose to offer an electronic prescription service to allow clinicians to send a patient's prescriptions electronically to the pharmacy of their choice. You can select your preferred pharmacy from the list below. All future prescriptions will be sent to your preferred pharmacy.

Pharmacy Name	Address	Distance	Action
Boots	3 - 5 Beastfair, Pontefract, WF8 1AL	0.22 miles	Choose
Medichem Pharmacy	The Stuart Road Surgery, Stuart Road, WF8 4PQ	0.3 miles	Choose
LloydsPharmacy	29 Market Place, 25 Market Place, Pontefract, WF8 1AG	0.31 miles	Choose
LloydsPharmacy	Carleton Glen, Pontefract, Pontefract, WF8 1SU	0.47 miles	Choose
LloydsPharmacy	Northgate, Pontefract, Pontefract, WF8 1HJ	0.5 miles	Choose
Chequerfield Pharmacy	1 The Circle, Pontefract, WF8 2AY	0.84 miles	Choose
Nevison Pharmacy	33 Orchard Head Lane, Pontefract, WF8 2LY	1.39 miles	Choose
Featherstone Pharmacy	Station Lane Medical Centre Station Lane, Featherstone, Pontefract, WF7 5BB	1.89 miles	Choose
Cohens Chemist	2 Station Lane, Featherstone, Pontefract, WF7 5BE	1.98 miles	Choose
Asda Stores Ltd	Leeds Road, Glasshoughton, Castleford, WF10 5EL	2.26 miles	Choose

Viewing Your Summary Information

Access to the Summary Patient Record is enabled by default for all patients registered for a SystmOnline account. This can be viewed by clicking on **Patient Record** in the main menu, followed by **Patient Summary.**

In SystmOnline the Summary Patient Record view displays **allergies, sensitivities** and **medications** recorded by the practice.

Although this information is similar to the national Summary Care Record, it is not the same thing and is available to view even if you opted out of the national Summary Care Record. Please click the hyperlink at the bottom of your Summary Patient Record page in SystmOnline if you wish to know more.

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General: 01132050080

Summary Patient Record

The allergies, sensitivities and medication displayed below have been taken from Dales Surgery

Allergies and Sensitivities

Start Date	Details
21 Jul 2015	Sensitivity: LEVONELLE - ended on 30 Jul 2015

Acute Medication (issued in the last 12 months)

Date Prescribed	Details
21 Jul 2015	Paracetamol 500mg capsules - 32 capsule - take two 4 times/day
21 Jul 2015	Warfarin 1mg tablets - 28 tablet - use as directed
15 Apr 2015	Paracetamol 500mg capsules - 32 capsule - take two 4 times/day

Current Repeat Medication

Date Last Issued	Details
	Simvastatin 10mg tablets - 28 tablet - take one at night
	Warfarin 1mg tablets - 28 tablet - use as directed
	Amoxicillin 250mg capsules - 15 capsule - take one 3 times/day
	Simvastatin 10mg tablets - 28 tablet - take one at night
	Warfarin 1mg tablets - 28 tablet - use as directed
	Metformin 500mg tablets - 28 tablet - take one 3 times/day

Past Repeat Medication (discontinued in the last 6 months)

Date Discontinued	Details
	No information recorded for this section

GP practices manage a national Summary Care Record (SCR) which is intended to be used by healthcare providers when providing treatment to patients. Allergies, sensitivities and medication make up the core information of the SCR. Patients can also opt for additional information to be included. It is also possible for patients to decide not to have a SCR. If you would like more information about how the national SCR is formed and may be used by healthcare professionals, click on the following link: http://systems.hscic.gov.uk/scr

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Viewing Your Detailed Coded Record

Access to a detailed version of your patient record will be available at your practice, although you will not have access to this feature upon your account creation.

You will need to make a separate request to be granted this additional level of access and your practice will need time to prepare your record. Access to this service is not granted instantly and requests will be assessed on a case by case basis. Please also note that practices are entitled to refuse patients access to this feature if deemed necessary. Enquire at your practice should you wish for more information. It can be found by clicking on **Patient Record** from the Home menu followed by **Detailed Record** once enabled**.**

Patient Record (Page 1/3)

The information displayed on this page has been taken from Dales Surgery

Show events between 10/11/2014
and 10/11/2015
☐ Include data recorded with an unknown date
Recorded by [▼]
Entry type [▼]
Text Search [ ]
[Go]

Previous 1 2 3 Next

25 Oct 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)
Note	Online Services third party passphrase was reset	
20 Oct 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)
Medication template	Simvastatin 20mg / Ezetimibe 10mg tablets - 28 tablet - take one once daily	
20 Oct 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)
Medication template	Warfarin 1mg tablets - 28 tablet - use as directed	
20 Oct 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)
Medication	(R) Warfarin 1mg tablets - 28 tablet - use as directed	
01 Oct 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)
Note	Online Services third party passphrase was reset	
30 Sep 2015	Miss Katie Dowson ('Other' Community Health Service)	Dales Surgery (General Practice)

Online Account Management

The **Online Account Management** Menu can be accessed from the **Home** page.

From here, you can manage elements of your online account by clicking on the appropriate hyperlink.

The following pages of this guide will outline details of these options.

Online Account Management

Home

Change Contact Details

Change Password

Link Account

Manage Online Services

Manage Account Access

Account Information

Manage Account Users

Online Usage Audit

Changing Contact Details

By choosing **Change Contact Details** from the **Online Account Management** page, you can alter the contact information that your practice currently holds about you including your address, telephone numbers and e-mail address.

You can also configure the best way for the practice to contact you. Once you have made the desired changes, click **Submit New Contact Details** to inform the practice. These changes will be reflected in the information displayed about you at the top of the SystmOnline menus.

Change Demographics for Miss Lorraine Georgina Smith
You can submit new patient demographic details to Dales Surgery using the form below. Someone from Dales Surgery may contact you to verify this information is correct.

Name
Name: Miss Lorraine Georgina S

Marital status
Marital status: Unknown

Addresses
Home address: 31 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN

Correspondence address:

Telephone numbers
Preferred contact number: Home telephone
Home telephone: 01132050086
Work telephone: 01132050088
Mobile telephone: 07595897114
Allow SMS notifications: ○ Yes ● No

Email address
Email address:

Preferred contact method
Contact method: Unknown

Submit New Contact Details

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Linking a Third Party Account

If you have an existing account to access online services through a system other than SystmOnline (such as Patient Access) you can link your account via this page. In order to link an account to SystmOnline, you will need to obtain an **account ID**, **passphrase** and **organisation code** from the service where you are registered.

There is further information regarding linking accounts within the Online Help guide.

Link a new account

If you are registered to use online services, you can link your account to allow you to access online services using SystmOnline. In order to link your account, you will need to enter your account ID, passphrase and organisation code from the service where you are registered.

If you have not registered or do not have this information, please contact your healthcare service.

Account ID
Account linkage passphrase
Organisation code
Surname
Date of birth

Link

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Managing Online Services

The **Manage Online Services** page shows all the online services that you currently hold, as well as those that are available at the practice. It is possible to send a request to access certain services that you currently do not hold access to or that are not currently offered at your practice. Clicking these options will send a message to a member of staff at the practice. It will not grant access to the service automatically and the practice will need to assess your eligibility. Please be aware; it may be more suitable to make direct contact with your practice to discuss gaining access to services. By doing so, the practice can clarify their position on any requirements you may need to fulfil beforehand or to inform you regarding services they have no plans to offer. Practices are entitled to refuse access requested via this screen and the services offered at each practice will differ.