

# Quick Patient Guide to SystemOnline

## Patient guide

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

### Page guide

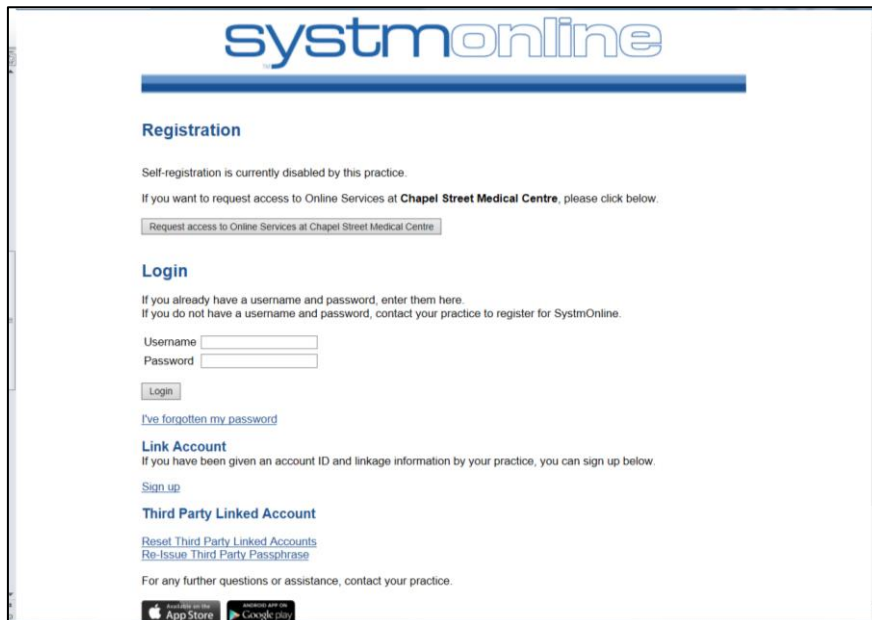
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## Logging in

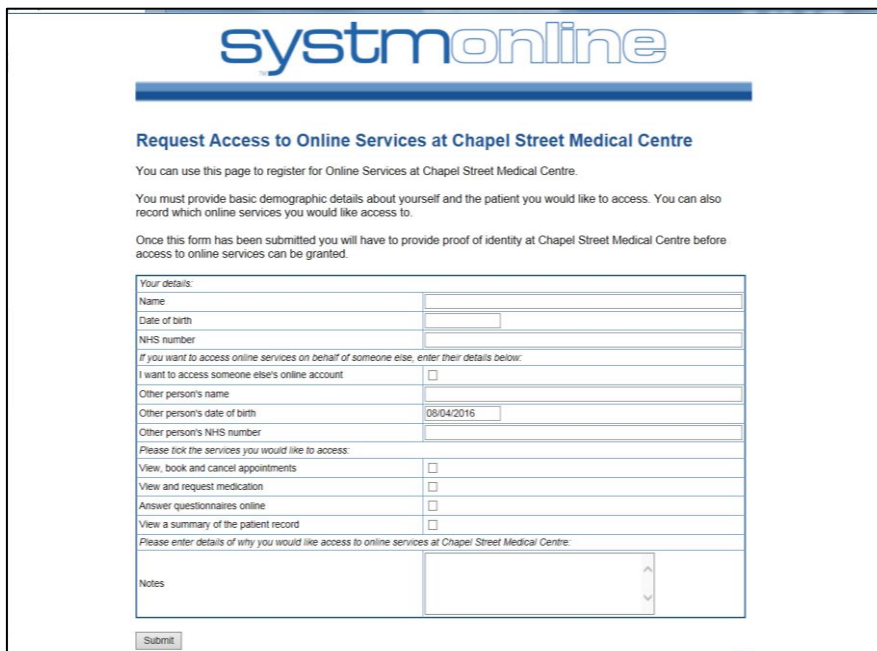
The SystmOnline log in page should be accessible from your GP practice website. This can usually be found by looking for the **online services** page.

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.



The screenshot shows the SystmOnline login page. At the top is the 'systemonline' logo. Below it is a 'Registration' section with the text: 'Self-registration is currently disabled by this practice. If you want to request access to Online Services at Chapel Street Medical Centre, please click below.' There is a button labeled 'Request access to Online Services at Chapel Street Medical Centre'. Below that is a 'Login' section with the text: '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.' There are input fields for 'Username' and 'Password', and a 'Login' button. Below the login fields is a link 'I've forgotten my password'. Further down is a 'Link Account' section with the text: 'If you have been given an account ID and linkage information by your practice, you can sign up below.' There is a 'Sign up' link. Below that is a 'Third Party Linked Account' section with links for 'Reset Third Party Linked Accounts' and 'Re-Issue Third Party Passphrase'. At the bottom, there is text: 'For any further questions or assistance, contact your practice.' and icons for the App Store and Google Play.



The screenshot shows the 'Request Access to Online Services at Chapel Street Medical Centre' form. At the top is the 'systemonline' logo. Below it is the title 'Request Access to Online Services at Chapel Street Medical Centre'. The text reads: 'You can use this page to register for Online Services at Chapel Street Medical Centre. You must provide basic demographic details about yourself and the patient you would like to access. You can also record which online services you would like access to. Once this form has been submitted you will have to provide proof of identity at Chapel Street Medical Centre before access to online services can be granted.' The form contains several sections: 'Your details' with fields for Name, Date of birth, and NHS number; a section for 'If you want to access online services on behalf of someone else, enter their details below:' with fields for 'I want to access someone else's online account' (checkbox), 'Other person's name', 'Other person's date of birth' (with a date picker set to 08/04/2016), and 'Other person's NHS number'; a section 'Please tick the services you would like to access:' with checkboxes for 'View, book and cancel appointments', 'View and request medication', 'Answer questionnaires online', and 'View a summary of the patient record'; and a 'Notes' section with a text area. At the bottom left is a 'Submit' button and at the bottom right is a 'Help' link.

## Unsuccessful log on

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

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   
Password

[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.



## SystemOnline 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)**.



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			<b>(2)</b>

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)**.



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		

### Appointments


Home

Book Appointment **1**

Future Appointments **2**

Past Appointments **3**

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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.

### Book Appointment

#### Available Sessions

Show sessions for period 12/05/2016 - 26/05/2016 at All sites Show

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Friday 20 May 2016	08:50	08:50	Mayfield Medical Centre	Dr Cham Sin (Male)	Session	<a href="#">View</a>
Friday 20 May 2016	08:30	08:40	Mayfield Medical Centre	Dr Ulfat Younis (Female)	Session	<a href="#">View</a>
Monday 23 May 2016	08:50	09:00	Chapel Street Medical Centre	Dr Sibylle Lachner (Female)	Session	<a href="#">View</a>
Tuesday 24 May 2016	08:30	08:40	Mayfield Medical Centre	Dr Cham Sin (Male)	Session	<a href="#">View</a>
Tuesday 24 May 2016	08:50	09:00	Chapel Street Medical Centre	Dr Sibylle Lachner (Female)	Session	<a href="#">View</a>
Tuesday 24 May 2016	15:50	15:50	Chapel Street Medical Centre	Dr Esther Aldred (Female)	Session	<a href="#">View</a>
Tuesday 24 May 2016	15:30	17:20	Chapel Street Medical Centre	Dr Sibylle Lachner (Female)	Session	<a href="#">View</a>
Wednesday 25 May 2016	08:30	09:40	Mayfield Medical Centre	Dr Cham Sin (Male)	Session	<a href="#">View</a>
Wednesday 25 May 2016	08:40	10:10	Chapel Street Medical Centre	Dr Sibylle Lachner (Female)	Session	<a href="#">View</a>
Thursday 26 May 2016	08:05	09:44	Mayfield Medical Centre	Dr Ian Matthews (Male)	Session	<a href="#">View</a>
Thursday 26 May 2016	08:15	09:55	Chapel Street Medical Centre	Dr Kevin Smith (Male)	Session	<a href="#">View</a>
Thursday 26 May 2016	08:15	08:25	Chapel Street Medical Centre	Dr David Young (Male)	Session	<a href="#">View</a>
Thursday 26 May 2016	08:30	08:50	Mayfield Medical Centre	Dr Ulfat Younis (Female)	Session	<a href="#">View</a>
Thursday 26 May 2016	08:40	10:00	Chapel Street Medical Centre	Dr Sibylle Lachner (Female)	Session	<a href="#">View</a>
Thursday 26 May 2016	15:30	17:20	Chapel Street Medical Centre	Dr Kevin Smith (Male)	Session	<a href="#">View</a>
Thursday 26 May 2016	15:40	15:40	Chapel Street Medical Centre	Dr Ulfat Younis (Female)	Session	<a href="#">View</a>
Thursday 26 May 2016	15:40	15:40	Mayfield Medical Centre	Dr Ian Matthews (Male)	Session	<a href="#">View</a>

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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.

## systemonline

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Mr Mickey Mouse-TestPatient Date of birth: 17 Apr 1969 Address: Care - copy correspondence to father, 9 Chapel Street, Spondon, Derby, DE21 7RJ		Chapel Street Medical Centre 10 Chapel Street, Spondon, Derby, DE21 7RJ	General: 01332680520		

### Available Appointments

This is a list of available appointment times.  
Choose a time for your appointment and click Book

Session for Dr Sibylle Lachner (Female) at Chapel Street Medical Centre on Wednesday 25 May 2016

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
14 Day Embargo	08:40	08:50	10	<a href="#">Book</a>
14 Day Embargo	08:50	09:00	10	<a href="#">Book</a>
14 Day Embargo	09:00	09:10	10	<a href="#">Book</a>
14 Day Embargo	10:00	10:10	10	<a href="#">Book</a>
14 Day Embargo	10:10	10:20	10	<a href="#">Book</a>

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## 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**).

## systemonline

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Miss Lorraine Georgina Smith Date of birth: 16 Mar 1963 Address: 31 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN		Dales Surgery Mill House, Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN	General: 01132050080		

### Medication

[Home](#)

[Medication](#) **1**

[Prescription Requests](#) **2**

[Change Pharmacy](#) **3**

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## 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**.

<input type="checkbox"/>	<b>EpiPen Jr. 150micrograms/0.3ml (1 in 2,000) solution for injection auto-injectors (Meda Pharmaceuticals Ltd)</b> 1 pre-filled disposable injection - For pts weighing less than 30kg Last issued: Never Cannot order medication until the current request has been processed Last requested 05 May 15, status Undetermined
<input type="checkbox"/>	<b>Hydroxocobalamin 1mg/1ml solution for injection ampoules</b> 1 ampoule - use As directed Last issued: 18 Sep 2015 Needs reviewing by a GP or Nurse before it can be requested Last requested 18 Sep 15, status Issued
<input type="checkbox"/>	<b>Metformin 500mg tablets</b> 168 tablet - take one 3 times/day Last issued: 03 Dec 2015 Needs reviewing by a GP or Nurse before it can be requested
<input checked="" type="checkbox"/>	<b>Paracetamol 500mg capsules</b> 8 capsule - take two 4 times/day Last issued: 12 Jan 2016 Last requested 11 Dec 15, status Issued, with notes 'test'
<input type="checkbox"/>	<b>Ramipril 2.5mg capsules</b> 56 capsule - take one daily Last issued: 30 Oct 2015 Needs reviewing by a GP or Nurse before it can be requested

Make custom request

**Medication request notes**  
You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Please collect your prescriptions from ASDA.

Help


tp<sup>3</sup>

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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.



<a href="#">Home</a>	<a href="#">Book Appointment</a>	<a href="#">Future Appointments</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
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		

### Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Notes
<b>Simvastatin 10mg tablets</b> 28 tablet - take one at night Last issued: Never Last requested 15 Apr 15, status Refused	Please could you issue my meds before I go on holiday next week? x

**Medication request notes**  
You can use this field to include notes with your request. If you require a reply from the practice please include contact details (please check with the practice regarding their policy on contacting online users).

Notes entered into this field may be visible to all staff at the practice

## 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 or cancel it entirely.



The screenshot shows the 'systemonline' interface for 'Prescription Requests'. At the top, there is a navigation menu with links for Home, Book Appointment, Future Appointments, Questionnaires, Help, and Logout. Below this, patient information is displayed: Mr Mickey Mouse-TestPatient, Date of birth: 17 Apr 1969, Address: Care - copy correspondence to father, 9 Chapel Street, Spondon, Derby, DE21 7RJ, and General: 01332680520. The main heading is 'Prescription Requests', followed by a brief description: 'This page displays outstanding prescription requests which have been made online. You can amend notes and cancel requests from this screen by clicking on the Amend button next to the medication.' A table lists the request details:

Date	Drug Requested	Notes	Actions
11 Dec 2016	Warfarin 1mg tablets 168 tablet - To be taken as directed	test	<input type="button" value="Amend"/>

At the bottom of the table is a 'Back' button. The TPP logo is visible at the bottom of the page, along with a footer: 'Last logged in to the SystemOnline website on 11 Apr 2016 10:27. All materials on this website are the copyright of TPP. All rights are reserved. EULA and Privacy Policy.'

## 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.

SystemOnline 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	<input type="button" value="Choose"/>
Medichem Pharmacy	The Stuart Road Surgery, Stuart Road, WF8 4PQ	0.3 miles	<input type="button" value="Choose"/>
LloydsPharmacy	29 Market Place, 25 Market Place, Pontefract, WF8 1AG	0.31 miles	<input type="button" value="Choose"/>
LloydsPharmacy	Carleton Glen, Pontefract, Pontefract, WF8 1SU	0.47 miles	<input type="button" value="Choose"/>
LloydsPharmacy	Northgate, Pontefract, Pontefract, WF8 1HJ	0.5 miles	<input type="button" value="Choose"/>
Chequerfield Pharmacy	1 The Circle, Pontefract, WF8 2AY	0.84 miles	<input type="button" value="Choose"/>
Nevison Pharmacy	33 Orchard Head Lane, Pontefract, WF8 2LY	1.39 miles	<input type="button" value="Choose"/>
Featherstone Pharmacy	Station Lane Medical Centre Station Lane, Featherstone, Pontefract, WF7 5BB	1.89 miles	<input type="button" value="Choose"/>
Cohens Chemist	2 Station Lane, Featherstone, Pontefract, WF7 5BE	1.98 miles	<input type="button" value="Choose"/>
Asda Stores Ltd	Leeds Road, Glasshoughton, Castleford, WF10 5EL	2.26 miles	<input type="button" value="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.



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		

### 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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[Help](#)

## 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  and

Include data recorded with an unknown date

Recorded by

Entry type

Text Search

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 SystemOnline 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.

<b>Name</b>	
Name	<input type="text" value="Miss Lorraine Georgina S"/>
<b>Marital status</b>	
Marital status	<input type="text" value="Unknown"/>
<b>Addresses</b>	
Home address	<input type="text" value="31 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TN"/>
Correspondence address	<input type="text"/>
<b>Telephone numbers</b>	
Preferred contact number	<input type="text" value="Home telephone"/>
Home telephone	<input type="text" value="01132050086"/>
Work telephone	<input type="text" value="01132050088"/>
Mobile telephone	<input type="text" value="07595897114"/>
Allow SMS notifications	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Email address</b>	
Email address	<input type="text"/>
<b>Preferred contact method</b>	
Contact method	<input type="text" value="Unknown"/>
<input type="button" value="Submit New Contact Details"/>	
<input type="button" value="Back"/>	

[Help](#)

## 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.



Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Mr Mickey Mouse-TestPatient Date of birth: 17 Apr 1969 Address: Care - copy correspondence to father, 9 Chapel Street, Spondon, Derby, DE21 7RJ		Chapel Street Medical Centre 10 Chapel Street, Spondon, Derby, DE21 7RJ	General: 01332680520		

### Manage Online Services

This is a list of the online services that patients and carers can request to use via SystmOnline. You can request to add or remove your access to any of the online services at Chapel Street Medical Centre using the table below.

You can request access to an online service which is currently unavailable at Chapel Street Medical Centre to log your interest in using this when it is made available. If you request access to a service which is not currently offered, your access will be automatically granted to you when Chapel Street Medical Centre has made it available.

Service	Status	Add/Remove
Appointments	Available	<a href="#">Remove</a>
Request Medication	Available	<a href="#">Remove</a>
Summary Record	Available	<a href="#">Remove</a>
Detailed Coded Record	Available	<a href="#">Remove</a>
Full Clinical Record	Not offered by Chapel Street Medical Centre	<a href="#">Request</a>
Questionnaires	Available	<a href="#">Remove</a>
Messaging	Available	This service is controlled by Chapel Street Medical Centre

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[Help](#)

