



<http://www.oakwoodsurgery.co.uk>

<https://systemonline.tpp-uk.com>

Dr. P Frith

Oakwood Surgery

Dr. K Butt

Church Street

Dr. A Lucassen

Mansfield Woodhouse

Dr. P De Silva

Nottinghamshire

Dr. K Rahman

NG19 8BL

Dr. J Dar

Phone: 01623 43 5555

Dr. J Elangovan

Fax: 01623 423480



SystemOnline Patient Handbook

Patient Guidance notes for SystemOne Online

We are pleased to offer you the facility to use “SystemOne Online” which provides internet services for patients over the age of 14 years to:

- ◆ View, book or cancel doctor appointments, and
- ◆ View a list of their current medication and send repeat prescription requests. Please note that other medical records are not accessible.

Appointments

It is currently possible to book 3 doctor appointments via the on line system and book the available appointments 4 weeks in advance, please continue to contact the surgery for nursing appointments. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery. Appointment times are currently set at 10 minutes, if you feel that you need longer with your doctor; please contact the surgery to make an appropriate appointment. If you subsequently decide that you no longer require the appointment, please ensure that it is cancelled to enable the time to be offered to someone else – please cancel by either the online system or by telephoning the surgery on 01623 435555 which can be done 24/7. (Failure to cancel 2 on line appointments will result in your on line account being removed)

Repeat prescriptions

Please note that when requesting a repeat prescription, you need to state which pharmacy you would like it sent to or state if it is to be collected from the surgery. Some patients have told us that you always want your prescriptions to go to a pharmacy *if you wish to change the destination please ensure that you write in the comments box*. We still require 2 working days to process requests and an extra day if you have run out of repeats as the doctor will need to review your medication.

Registering

If you would like to register for the on line services, please complete the ‘SystemOne Online – Registration form’ (available on the surgery website or from the surgery) and bring it to the surgery preferably on a afternoon between Monday and Friday (excluding Wednesday) with

- ◆ Photographic proof of identification e.g. passport or driving licence.

To ensure confidentiality we are only able to accept registrations in person – ie you cannot give your details to anyone else to register for you. Our reception staff will quickly register you and provide you with unique log in details and instructions for the website. The aim of this service is to improve our communications with you and to ease the telephone congestion which many patients experience. If you have any comments or suggestions, please contact the Practice Manager at the surgery.

Using SystmOnline - A Guide for Patients

Logging in to SystmOnline

To use the SystmOnline service, you will need to register to Oakwood Surgery to request a user name and password. Kindly see the “registering” section in the earlier page.

Once a member of our staff has given your login details, wait an hour before trying to log in to the website <http://www.oakwoodsurgery.co.uk>. Oakwood Surgery has set up a link on its website, which you can follow to access the Login page. If the Surgery website does not work, kindly use the below website to access SystmOnline.

<https://systmonline.tpp-uk.com/>

Enter your user name and password and click **Login**.

You will then see the SystmOnline Home Page, which shows your details and your GP practice's contact details at the top.

You can navigate to all the online services from here, and can return to the Home Page by clicking **Home** in the blue menu bar, or by clicking the **Back** button on any page.

Logging out of SystmOnline

To log out:

1. Click the **Logout** link on the Home Page or the **Logout** button on the main menu bar.

Close your Internet browser.

Note: The website will automatically log out after a period of inactivity. Type in your user name and password to re-enter the site.

Managing Appointments with SystmOnline

You will be able to see up to five past appointments and all future appointments. You will also be able to book and cancel appointments. Oakwood Surgery has limited to 3 future appointments that you can have at any one time. If you have already reached this limit and would like to book another appointment, you should contact the practice by telephone or in person.

Viewing Past/Future Appointments

Click the **View Past Appointments/View Future Appointments** link on the Home Page, or click the **Past Appointments/Future Appointments** button on the main menu bar.

This page shows the date, day, start and end time of past appointments as well as the location, clinician and booking status, e.g. 'Booked'.

Click **Details** to see the full address and any special instructions, e.g. 'Please remember to bring your medication.'

To print these details, click **Print**.

Booking an Appointment

Providing you have not already reached your practice's limit for the number of future appointments, you can book an appointment using this service.

Click the **Book Appointment** link on the Home Page or the **Book Appointment** button on the main menu bar.

The page displayed shows details of all the sessions at Oakwood Surgery that are available for online booking. The table shows the date an appointment is available, the earliest and latest slot times, as well as the location, clinician and session type.

You will be allowed to book up to 4 weeks in advance. A drop-down list will be available for you to select dates further in the future. Select an option from the list and click **Show**.

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

A list of appointments is displayed showing the appointment type, start and end time, and duration of the appointment. The most useful columns for you are 'Start Time' and 'End Time'.

Click **Book** at the end of the row for the appointment you require.

Check the details of the appointment, including the full address. If appropriate, enter the reason for your appointment in the **Reason** field, e.g. Blood Pressure check. This will help practice staff to prepare for your appointment. Bear in mind, however, that any information you enter may be visible to all practice staff and not just to the clinician you are going to see.

To continue without booking the appointment, click **Cancel**.

To confirm the appointment, click **Book Appointment**. The appointment is confirmed.

To print the details, click **Print**. Otherwise, click **Back** or any other menu option.

Canceling an Appointment

To cancel an appointment:

1. Go to the Future Appointments page and click the **Cancel Appointment** button relating to the appropriate appointment.
2. Check the appointment details and click **Cancel this appointment**.

To continue without cancelling the appointment, click **Back** or any other menu option; otherwise, click **Close**.

[Managing Prescriptions with SystemOnline](#)

For certain drugs, you can request a repeat prescription.

Click the **Current Prescriptions** link on the Home Page, or the **Current Prescriptions** button on the main menu bar.

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.

To request a repeat prescription:

1. Select the drug by ticking the box in the left-hand column. If the item you require is not listed or if you need to include further information with your request, type the details into the **Medication Request Notes** field. When providing this information, you should bear in mind that it may be visible to all practice staff and may have to be reviewed by the doctor for further action which could delay by a further day.
2. Click **Request Medication**. The Medication Order Summary is 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) unless you are out of repeats. 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.

[Completing a Questionnaire](#)

To complete a questionnaire:

1. Click the **Questionnaires** link on the Home Page, or the **Questionnaires** button on the main menu bar.
2. Click **Fill in Questionnaire** beside the questionnaire you want to complete.
3. Answer the questions. Click **Submit**. A message is displayed to confirm that the answers have been sent to the practice. To print out a copy of the completed questionnaire, click **Print**.

[Granting Additional Access to Your Account](#)

You can give other SystmOnline users access to your SystmOnline account(s). To set up the additional users on your account:

1. Click the **Grant Additional Access** link on the Home Page.
2. Enter a name for the account.
3. Get the other person to enter the SystmOnline username and password that they currently use to log in to SystmOnline.

Click **Submit**. A message is displayed to confirm that the extra user has been added.

Giving someone else access to your account will give them access to all of your SystmOnline accounts. For example, if you have two different usernames that you use to book appointments at two different units, the extra person will be able to log in under either of your usernames, as well as any of their own. Once logged in, the extra user can access all the features of the SystmOnline service on your behalf.

To remove the extra accounts:

1. Click the **Grant Additional Access** link on the Home Page.
2. Click the **Remove** button next to the account you wish to remove.

A message is displayed to confirm that you want to remove the account. Click either **Confirm** to remove the extra account, or **Cancel** to go back to the Home Page.

[Changing your SystmOnline Password](#)

You will initially be given a random password but you can change this to something more memorable. Passwords must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'

1. Click the **Change Password** link on the Home Page.
2. Enter the current password.
3. Enter the new password.
4. Re-enter the new password.
5. Click **Submit**. You are advised to memorise the new password, and not to write it down or disclose it to anyone else.

Click **Back**.

[Changing your Contact Details](#)

To change your address, telephone number(s) or email address:

1. Click the **Change Contact Details** link on the Home page.
- Enter your new details then click **Submit new contact details**. A message is displayed, showing that your details were sent successfully.

Note: If you are happy for Oakwood Surgery to send text messages to your mobile telephone to remind you about appointments and recalls for any health issues i.e. Asthma then select **Allow SMS notifications** and ensure that you have provided your mobile telephone number.

[SystemOnline Usage and Privacy Policies](#)

Please use this service responsibly. In the case of any abuse of the service, Oakwood Surgery can prevent you from accessing the service by stopping your user name and password from working.

Examples of irresponsible use of the system may include, but are not limited to:

- registering at a GP practice when you have no intention of using it as your usual GP practice
 - registering at a GP practice outside your catchment area
 - booking appointments you have no intention of attending
 - repeatedly booking and then cancelling appointments
- repeatedly requesting prescriptions that you do not need

We are committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at Oakwood Surgery - i.e. those managing appointment booking, repeat prescribing and patient registration. Your personal information will not be shared with any third parties. Your personal information will not be sold to any third parties.

It is your responsibility to keep your details up to date especially your mobile contact number as we cant be held responsible if you share your mobile phone or give it to someone else.

[SystemOnline App for iPhone and iPad](#)

If you are registered to use SystemOnline at Oakwood Surgery, you can now request repeat prescriptions and will soon be able to book appointments via any iOS device or Android device. The app is free to download and use. Search 'SystemOnline' on the app store.

The developer of the app, TPP, are working hard to make the app available for as many patients as possible, and they hope to release a Windows Phone App





Primary Care 24

Kings Mill Hospital - Sutton In Ashfield

For an Appointment, Call 111

If you need treatment or care for a minor condition you can attend primary Care 24. The walk-in service is available 24 hours a day, 365 days a year.

For more information on getting the right treatment, visit NHS Choose Well.

