

## Please read before using your online access

**It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it then you should change your password immediately.**

If you can't do this for some reason, we recommend that you contact the practice so that we can either remove your online access or change your password.

**If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**

**Before you apply for online access to your record, there are some things to consider.**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

**Forgotten History** – there may be something you have forgotten about in your record that you might find upsetting.

**Abnormal results or bad news** – If your GP has given you access to test results you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

**Choosing to share your information with someone** – It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

**Coercion** – If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

**Misunderstood information** – Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

**Information about someone else** – If you spot something in the record that is not about you or you notice any errors, please log out of the system immediately and contact the practice as soon as possible.

**Proxy Access** – Parents may request access to their children's records; this will cease automatically when the child reaches the age of 12. Any subsequent proxy access will need to be authorised by the patient subject to a competency test being completed.

## Guidelines and Help for online access

This online registration is for the individual patient listed ONLY, you cannot book appointments or request medication for any other patient.

You can only book routine 10 minute appointments with your usual GP. If your GP job shares with another you will only be able to book 50% of appointments online. If you need to book an appointment on a day your usual GP doesn't work, please ring the surgery to book an appointment.

### If you are struggling to log in to the new system please check the following.

1. You are using the correct website to login, it is called SystmOnline and the website is <https://systmonline.tpp-uk.com>.
2. You have entered your username correctly, it is to be written as all one word, no spaces need to be put between the name and the numbers. It is **NOT** case sensitive so don't worry if you need to enter a capital at the start or not.
3. You have entered your password correctly. Your password as it comes initially will be something like, QA4%fd4G. Enter the password exactly as it is printed, it **IS** case sensitive so please be aware of how you are typing it.
4. If you are using an app, make sure you are using the new SystmOnline app



### To book an appointment

Click on 'book appointment' either from the top of the page or from the list on the left hand side. You will be shown a list of sessions that are available appointments. You can change the session period (date) to search on by selecting from the drop down menu.

Find a session that you would like to book into and click 'View Available Appointments'. You will be taken to the available appointment list. Choose the appointment you would like and select 'book'.

On the confirm appointment booking screen read through the appointment details to check that they are correct. **To confirm the appointment you must click on 'book appointment' at the bottom of this page.**

**We suggest that once you have booked your appointment online that you print a copy of confirmation to bring to the appointment.**

Click on 'current prescriptions', tick the box for which items you would like to order and press the 'Request Medication' button.

If the item you require is not listed or you need to include further information with your request then enter this information into the 'Medication request notes' box including your contact number should the practice need to contact you.

Please allow 3 working days to collect from a pharmacy. (Not including weekends)

To check the status of a prescription request select 'current prescriptions' from the home page, the current status will be listed on the far right.