

<http://www.caritashealth.org.uk>
<https://systemonline.tpp-uk.com>

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.
- Complete Health Questionnaires.

Appointments

It is currently possible to book future Doctor or Nurse Practitioner appointments via the on line system and book the available appointments 4 weeks in advance, please continue to contact the surgery for Practice Nursing appointments. If you are unsure which type of clinician to book with, please contact the surgery. Appointment times are currently set at 15 minutes, if you feel that you need longer with your doctor or nurse practitioner; please contact the surgery to make an appropriate “double” 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 (available 24/7) or by telephoning the surgery between 8am and 6:30pm.

Repeat prescriptions

Please note we still require 2 working days to process repeat prescription requests.

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 an afternoon between Monday and Friday with photographic proof of identification e.g. passport or driving licence.

To ensure confidentiality we are only able to accept registrations in person – i.e. 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/front desk congestion which many patients experience.

Using SystmOnline - A Guide for Patients

Logging in to SystmOnline

To use the SystmOnline service, you will need to register at Caritas Group Practice 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.caritashealth.org.uk>

Caritas Group Practice 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 our practice 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.
2. 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.

Caritas Group Practice have limited that only 1 future appointment can be booked 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 the practice 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 Caritas Group Practice 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. 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.

Cancelling 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).

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 SystemOnline users access to your SystemOnline 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 SystemOnline username and password that they currently use to log in to SystemOnline.

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 SystemOnline 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 SystemOnline 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 SystemOnline 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 Caritas Group Practice 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, Caritas Group Practice 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 Caritas Group Practice - 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 can't be held responsible if you share your mobile phone or give it to someone else.

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