



A PPG guide to using *SystemOnline* in Woodbridge Medical Practice.

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What is SystmOnline?

SystmOnline is a web based interface that can be accessed by any web browser on your computer, tablet or mobile phone.

Although there are many options within *SystmOnline* this guide will only deal with its implementation by Woodbridge Practice, it is configured primarily so that you can:-

- view appointments,
- book appointments,
- cancel appointments,
- view or order prescriptions,
- view or alter your Pharmacy details,
- view your summary care records,
- View or change your contact details.

In order to be able to use *SystmOnline*, you must first register for *SystmOnline* with the practice. Please collect a registration form from the reception team. You will need to take photographic ID and proof of address with you. They will supply you with a login ID and password.

SystmOnline allows couples/families/carers to see each other's details and manage appointments, prescriptions if required. This must be authorised by all parties, forms can be obtained from reception.



Woodbridge Practice
Patient Participation Group
"Working together"

How to access *SystemOnline*

Go to the web address <http://systmonline.tpp-uk.com> or the practice website at <http://www.woodbridgepractice.co.uk/> and from the menu click on Appointments, from the drop down box click "Book appointment online". Then click on the *SystemOnline* image that you see near the top of the page, it looks like this:-

To book an appointment on line please click on image below.



You will be taken to the *SystemOnline* login screen.



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 SystemOnline.

Username

Password

[Help](#)

[I've forgotten my password](#)

For any further questions or assistance, contact your practice.



Self-registration is currently disabled by this practice.



Please enter the user name and password provided to you by the practice when you registered and click the "login" button.

You will initially be given a random password and when you log on for the first time, you may be prompted to change it to something more memorable. Passwords must be eight or more characters long and must contain at least one letter (a-z), at least one numeric character (0-9) and one non-alphanumeric character, e.g. '!' or '?'

After logging in, the Select user screen will be displayed if there are multiple family members. Select the individual patient whose appointments or prescriptions you wish to manage.



Home	Book Appointment	My Future Appointments	Current Prescriptions	Questionnaires	Help	Logout
Mr Joe Soap NHS Number: 123 123 123 Date of birth: 1 Jan 1952 1 Anystreet Thornaby Stockton-on-tees TS17 0EN		Woodbridge Practice (Thornaby) Woodbridge Practice Trenchard Avenue Thornaby Stockton-On-Tees Cleveland TS17 0EE		Appointments: ☎ 01642 760185 Prescriptions: ☎ 01642 880966 Emergency: ☎ 01642 762636 General: ☎ 01642 762636 General: ☎ 01642 760185		

Choose Patient

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

MR J Soap

Select Patient

MRS A Soap

Select Patient



Having select the patient account (if applicable) their account will be displayed, if there are no multiple patients this will be the screen you see after you have logged in. This is the "Home" screen.

systemonline

Home	Book Appointment	My Future Appointments	Current Prescriptions	Questionnaires	Help	Logout
Mr Joe Soap NHS Number: 123 123 123 Date of birth: 1 Jan 1952 1 Anystreet Thornaby Stockton-on-tees TS17 0EN		Woodbridge Practice (Thornaby) Woodbridge Practice Trenchard Avenue Thornaby Stockton-On-Tees Cleveland TS17 0EE		Appointments: ☎ 01642 760185 Prescriptions: ☎ 01642 880966 Emergency: ☎ 01642 762636 General: ☎ 01642 762636 General: ☎ 01642 760185		

Home

[Appointments](#)

[Medication](#)

[Patient Record](#)

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[Online Account Management](#)

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To go to an option simply click on it. The options that you have are fairly self-explanatory, but there follows a section that looks at each option in a little more detail.

The sections Messages and Questionnaires are not used at present.

Please note, most of the screens you select from the list have a "back" button

[Back](#)

or a "Home" menu option that will take you back to the main list; do not use your browsers back button.

Please don't forget to Logout when you are finished.)



[Detailed Instructions and guide.](#)

This is the "Home" menu.

Home

[Appointments](#)

[Medication](#)

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[Messages](#)

[Questionnaires](#)

[Online Account Management](#)

[Help](#)

[Choose Patient](#)

[Logout](#)

Clicking on any of these items (The sections Messages and Questionnaires are not used at present.) will take you to their own menus as follows:-



Appointments

This is the appointments menu

Home
Book Appointment
Future Appointments
Past Appointments

Clicking "Home" will take you back to the "Home" screen.

Book an appointment.

This will display the screen below, please note there are two "drop down" options available;-

One for period (the default is the next two weeks.)

One for which site appointments are available

Book Appointment

Available Sessions

Show sessions for period 02/03/2016 - 16/03/2016 at All sites Show

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Friday 11 Mar 2016	08:10	09:40	Woodbridge Practice (Thornaby)	Dr Ashima Gill (Female)	GP Appointment	View
Friday 11 Mar 2016	09:20	11:00	Woodbridge Practice (Thornaby)	Dr Margaret Kukah (Female)	GP Appointment	View
Monday 14 Mar 2016	08:40	09:30	Woodbridge Practice (Thornaby)	Dr Ashima Gill (Female)	GP Appointment	View
Monday 14 Mar 2016	14:10	15:40	Woodbridge Practice (Thornaby)	Dr Ashima Gill (Female)	GP Appointment	View
Monday 14 Mar 2016	15:10	15:50	Woodbridge Practice (Thornaby)	Dr Indu Pemmasani (Female)	GP Appointment	View
Tuesday 15 Mar 2016	08:10	09:00	Woodbridge Practice (Ingleby)	Dr Atoosa Farzam (Female)	GP Appointment	View
Tuesday 15 Mar 2016	08:30	10:20	Woodbridge Practice (Ingleby)	Dr Ashima Gill (Female)	GP Appointment	View
Tuesday 15 Mar 2016	08:40	10:50	Woodbridge Practice (Ingleby)	Dr Champa Nagoda (Female)	GP Appointment	View
Tuesday 15 Mar 2016	09:10	11:40	Woodbridge Practice (Thornaby)	Dr Margaret Kukah (Female)	GP Appointment	View
Tuesday 15 Mar 2016	14:30	15:30	Woodbridge Practice	Dr Margaret Kukah	GP	View



You can click on the period drop down box to see which dates are available for you to make appointments (this is normally a month in advance). You can use the sites drop down box to see what appointments are available at either or all sites

Select your site from the dropdown and ensure you click the Show button to apply the "site" filter.

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NOTE: THIS IS WHERE YOUR APPOINTMENT WILL BE.

Please note you are limited to two future appointments.

Having made your selection of time frame and site, from the resulting screen you can choose a date, a doctor by clicking on the "View" button

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Wednesday 16 Mar 2016	09:40	10:50	Woodbridge Practice (Thornaby)	Dr Yonas Mhando (Male)	GP Appointment	<input type="button" value="View"/>

You will be presented with a screen showing the 10 minute slots available for booking. Click the "Book" button to book your preferred appointment.

Available Appointments

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

Session for Dr Yonas Mhando (Male) at Woodbridge Practice (Thornaby) on Wednesday 16 Mar 2016

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
28 Day GP Thornaby	09:40	09:50	10	<input type="button" value="Book"/>
28 Day GP Thornaby	09:50	10:00	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:00	10:10	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:10	10:20	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:20	10:30	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:30	10:40	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:40	10:50	10	<input type="button" value="Book"/>
28 Day GP Thornaby	10:50	11:00	10	<input type="button" value="Book"/>



A screen will be presented giving you the opportunity to give the Doctor more information why the appointment is required. Please enter a very simple description bearing in mind this may be viewable by the reception staff.

Book Appointment

Click Book Appointment to confirm this appointment

Date:	16 Mar 2016
Day:	Wednesday
Start Time:	10:10
Duration (minutes):	10
Clinician:	Dr Yonas Mhando (Male)
Appointment Type:	28 Day GP Thornaby
Location:	Woodbridge Practice (Thornaby)
Reason (optional):	Back pain Notes entered into this field may be visible to all staff at the practice

Book Appointment

Cancel

When complete click the "Book Appointment" button.



Future Appointments

This is the appointments menu

Home
Book Appointment
Future Appointments
Past Appointments

If you click on the Future appointments you will see your future appointments.
Please note you are limited to two future appointments.

Future Appointments

This is a list of pending appointments.

To cancel an appointment, click the Cancel Appointment button.

Date	Day	Start Time	End Time	Location	Details	Print Details	Cancel Appointment
11 Mar 2016	Friday	14:10	14:20	Woodbridge Practice (Thornaby)	Clinician: Dr Bhadresh Contractor - 28 Day GP Thornaby	Details	Cancel
21 Mar 2016	Monday	10:00	10:10	Woodbridge Practice (Thornaby)	Clinician: Dr Bhadresh Contractor - 28 Day GP Thornaby	Details	Cancel

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You can check on the details that you input regarding the appointment or cancel the appointment.



Past Appointments

This is the appointments menu

Home
Book Appointment
Future Appointments
Past Appointments

By selecting "Past Appointments" from the Appointments menu you can see your last few months appointments.

Past Appointments

This is a list of recent appointments.

Date	Day	Start Time	End Time	Location	Details	Print Details
26 Feb 2016	Friday	14:50	15:00	Woodbridge Practice (Thornaby)	Clinician: Dr Bhadresh Contractor - 28 Day GP Thornaby - Finished	Details
29 Jan 2016	Friday	14:00	14:10	Woodbridge Practice (Ingleby)	Clinician: Dr Bhadresh Contractor - 28 Day GP Ingleby - Finished	Details
15 Jan 2016	Friday	12:20	12:30	Woodbridge Practice (Thornaby)	Clinician: Dr Bhadresh Contractor - 2 Day GP Thornaby - Finished	Details
08 Jan 2016	Friday	14:30	14:35	Woodbridge Practice (Thornaby)	Clinician: Dr Yonas Mhando - 28 Day GP Thornaby - Finished	Details
15 Sep 2015	Tuesday	13:35	13:40	Woodbridge Practice (Thornaby)	Clinician: Dr Ashima Gill - 28 Day Telephone Appointment - Finished	Details

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You can look at the details of any appointment but there isn't any additional information



Medication

This is the "Medication" menu.

Medication

Home

Medication

Prescription Requests

Change Pharmacy

By clicking on "medication" on this menu you can request recent or ongoing medication or request additional medication under the "Custom request" section. Please note this is at the Doctor's discretion.

Medication Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

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

- ☐ Request existing medication

Recent Medication

There are no recent medications to display.

Regular Medication

Drug
Atorvastatin 10mg tablets 28 tablet - take one daily to lower cholesterol Last Issued: 23 Feb 2016 Cannot order medication until 17 Mar 16

- ☒ 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 Boots The Chemists Ltd, Thornaby Health Centre, Trenchard Avenue, Thornaby, TS17 0EE.

Request Medication



To request existing medication.

1. Click the request existing medication radio button.

☐ Request existing medication
2. Select the drug by clicking on the box in the left-hand column. Only one is shown in the picture above but if you have more than one regular medication prescribed they will be listed here.
3. Click **Request Medication**.
4. If you need to include further information with your request for a specific drug type the details into the Notes box next to that specific drug. When providing this information, you should bear in mind that it may be visible to all practice staff.
5. 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.
6. 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 after a period of days specified by the practice.
7. If you wish click **Print Confirmation** to print out confirmation of this request .
8. Click **Return to Medication** to return to the Medication page where the status of the drug will show that it has been requested.

Note: Medical items will only be available if your healthcare organisation have made these available.



To make a custom request

1. Click the make a custom request radio button.
☒ Make custom request
2. Type your request in the Medication Request Notes field.
3. 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 after a period of days specified by the practice.
4. If you wish click **Print Confirmation** to print out confirmation of this request.
5. Click **Return to Medication** to return to the Medication page where the status of the drug will show that it has been requested.

Prescription Requests

Prescription Requests

This page displays outstanding prescription requests which have been made online.

There are currently no outstanding prescription requests.

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Choose Pharmacy

On this screen you can choose where you want to have your prescriptions fulfilled.

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 (Current)	Thornaby Health Centre, Trenchard Avenue, Thornaby On Tees, TS17 0EE	0.57 miles	Remove
Boots	12 Wrightson House, Mitchell Avenue, Stockton-on-tees, TS17 9EP	0.62 miles	Choose
Asda	Thornaby New Town Centre, Thornaby, Cleveland, TS17 9EN	0.66 miles	Choose
Hepworth Pharmacy	20 Greenside, Lowfields, Ingleby, Barwick, TS17 0RR	0.86 miles	Choose
Peter Milburn Chemists Limited	113 Lanehouse Road, Thornaby-On-Tees, Cleveland, TS17 8AB	1.06 miles	Choose
Kelly Chemist	32 Myton Road, Ingleby Barwick, Cleveland, TS17 0WG	1.33 miles	Choose
Synergise Pharmacy	56 Yarm Lane, Stockton On Tees, Cleveland, TS18 1EP	1.81 miles	Choose
Rowlands Pharmacy	Lawson Street Health Cent, Lawson Street, Stockton, TS18 1HU	1.86 miles	Choose
Woodlands Pharmacy	106 Yarm Lane, Stockton, ., TS18 1YE	1.87 miles	Choose
Whitworth Chemists	4 Varo Terrace, Stockton, TS18 1JY	1.87 miles	Choose
Boots	58-63 High Street, And 11-16 Stephenson Way, Stockton On Tees, TS18 1BE	1.91 miles	Choose
Boots	Goodwood Sq Teesdale R/p, Stockton On Tees, TS17 7BW	1.93 miles	Choose
Wm Morrison Pharmacy	Teesside Retail Park, Thornaby, Stockton-on-Tees, TS17 7BP	1.94 miles	Choose
Sunninodale Pharmacy	9 Sunninodale Drive. Eadlescliffe. Cleveland. TS16 9EA	2.01 miles	Choose

Your current settings (if any) will be shown with the word "Remove" against it.

To change which Pharmacy you want to fulfil your prescriptions, first click this "Remove" button then click the appropriate "Choose" button for your new choice of Pharmacy.



Patient Record

This is the patient record screen

Patient Record

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[Patient Record](#)

[Summary Patient Record](#)

[Childhood Vaccinations](#)

[View Test Results](#)

[Record Audit](#)

At present by default the only information available to you is under the "Childhood Vaccinations".

Other items such as Patient Record and View Test Results may be available over time, and to authorise these should they become available you must visit the "Online Account Management" section (next section in this document).

Summary Patient Record

If you have gone into the "Online Account Management" section by default "Summary Record" is set to "Unavailable", you can click the "Add" button alongside this entry and after a couple of hours this data should be available to you and will list your:-

- Allergies and Sensitivities
- Acute Medication (issued in the last 12 months)
- Current Repeat Medication
- Past Repeat Medication (discontinued in the last 6 months)



Online Account Management

This is the "Online Account Management" screen.

Online Account Management

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Change Contact Details

You can check your details and make alterations, if you have altered anything click the "Submit new contact details" you will find at the bottom of the page. Here is a sample of what this screen looks like.

Change Demographics for Mr Joe Soap

You can submit new patient demographic details to Woodbridge Practice (Thornaby) using the form below. Someone from Woodbridge Practice (Thornaby) may contact you to verify this information is correct.

Name	
Name	Mr Joe Soap
Marital status	
Marital status	Married
Addresses	
Home address	1 Pussycat Mews Catford London
Correspondence address	
Telephone numbers	
Preferred contact number	Mobile telephone
Home telephone	01642123456
Work telephone	
Mobile telephone	07711123456
Allow SMS notifications	<input checked="" type="radio"/> Yes <input type="radio"/> No



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Patient Participation Group
"Working together"

Email address	
Email address	<input type="text" value="joe.soap@serv"/>
Preferred contact method	
Contact method	<input type="text" value="Letter"/>



Change Password

You will initially be given a random password and when you log on for the first time, you will be prompted to change it to something more memorable. Passwords must be eight or more characters long and must contain at least one letter (a-z), at least one numeric character (0-9) and one non-alphanumeric character, e.g. '!' or '?'. It is strongly suggested that you change your password

Should you wish to change it again select the "Change Password" option from the "Online Account Management" menu.

Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must:

- be at least 8 characters long
- contain at least one letter (a-z)
- contain at least one numeric character (0-9)
- contain at least one other character (e.g. !"£\$%).

Your name should not be in your password.

Current password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>

Make your changes and click the "Submit" button.

Link a New Account

If you use *SystmOnline* as part of another clinical service you can combine all your accounts in one area.



Manage Online Service

By default the "Summary Record" is set to "Unavailable", you can click the "Add" button alongside this entry. Note that in the online services area where Woodbridge practice (Thornaby) is stated this is the practice as a whole and includes Ingleby Barwick.

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 Woodbridge Practice (Thornaby) using the table below.

You can request access to an online service which is currently unavailable at Woodbridge Practice (Thornaby) 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 Woodbridge Practice (Thornaby) has made it available.

Service	Status	Add/Remove
Appointments	Available	<button>Remove</button>
Request Medication	Available	<button>Remove</button>
Summary Record	Unavailable	<button>Add</button>
Detailed Coded Record	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Full Clinical Record	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Questionnaires	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Messaging	Not offered by Woodbridge Practice (Thornaby)	This service is controlled by Woodbridge Practice (Thornaby)

After a couple of hours this data should be available to you and will populate data in your "Summary Patient Record".

Service	Status	Add/Remove
Appointments	Available	<button>Remove</button>
Request Medication	Available	<button>Remove</button>
Summary Record	Available	<button>Remove</button>
Detailed Coded Record	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Full Clinical Record	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Questionnaires	Not offered by Woodbridge Practice (Thornaby)	<button>Request</button>
Messaging	Not offered by Woodbridge Practice (Thornaby)	This service is controlled by Woodbridge Practice (Thornaby)

Manage Account Access

This section allows you to reset your account to the default. Resetting your account will remove your access to *SystmOnline* and any other third party online services you currently have access to.

The practice will be able to provide you with new online login details.



Account Information

Shows your account ID and GP practice organisation code, which can be used to log in to approved third party online services.

Manage Account Users

In this option you can see who has access to your *SystmOnline* account and what they can manage. This is very useful for families and carers where one person can manage appointments and prescription requests on behalf of someone else.

SystmOnline allows couples/families/carers to see each other's details and manage appointments, prescriptions if required. This must be authorised by all parties, forms can be obtained from reception.

Manage Account Users

This page allows you to see who else has access to this online account. It is possible to view and remove access from here.

If you would like another person (such as a friend, relative or carer) to be granted access to this online account please contact your GP practice to request this.

The following people have access to this account:

Account	Remove Account	Account Linkages
Mrs A Soap Relationship: Unknown Started: 21 Jun 2013 Accesses available: Appointments, Request Medication, Questionnaires	<input type="button" value="Remove"/>	<input type="button" value="View"/>
Mr J Soap Relationship: Unknown Started: 02 Mar 2016 Accesses available: Appointments, Request Medication, Questionnaires, Summary Record		<input type="button" value="View"/>

To remove access to a third party click the "Remove button."

Online Usage Audit

This option displays a list of the user names and times of people who have accessed your *SystmOnline* account and what they were doing.



Help

Is a generic help guide to *SystmOnline*.

Choose Patient

Used to select which patient records you wish to manage should you be set up to manage others. *SystmOnline* allows couples/families/carers to see each other's details and manage appointments, prescriptions if required. This must be authorised by all parties, forms can be obtained from reception.

systmonline

Logout

Choose Patient

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

Woodbridge Practice (Thornaby)	
Mr J Soap	Mrs A Soap

Select which patient you wish to manage.