

## A Guide for Patients of Abington Park Surgery



This guide covers the following topics:

- About **SystemOnline**
- Logging in to **SystemOnline**
- Changing/Resetting Your Password
- Logging Out of **SystemOnline**
- Managing Appointments with **SystemOnline**
- Managing Prescriptions with **SystemOnline**
- Changing Your Pharmacy
- Changing Your Contact Details
- Granting Additional Access to Your Account
- Viewing a Summary of Your Patient Record
- Completing a Questionnaire
- **SystemOnline** Usage and Privacy Policies

### About SystemOnline

**SystemOnline** allows you to do things like booking appointments and ordering repeat prescriptions at a time convenient to you. **SystemOnline** is also available as an app, which can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). The app can be downloaded for free from the **Apple App Store** and from the **Google Play Store**. Simply click the relevant logo on the **SystemOnline** Login page.



**Note:** **SystemOnline** is only available from within the UK. It cannot be accessed from abroad.

### Logging in to SystemOnline

To use the **SystemOnline** service, you will need to obtain a username and password from the surgery. New patients registered at the surgery will be given these details when the registration acceptance letter is sent out. You cannot register for the service online because your identity needs to be verified by a member of the surgery staff. Call the surgery in advance on **01604 630396** to find out what kind of identification you will need to bring with you.

A member of staff will issue you with a **SystemOnline** username and password. If your email address has been recorded on your patient record and has been verified as being correct (this means the practice has sent an email to you in the past and you have replied to it), a confirmation email containing your **SystemOnline** username and the **SystemOnline** website address will also be sent. Please wait an hour before trying to log in to the website. There is also a link from the surgery website which you can follow to access the Login page. The website is at **www.abingtonparksurgery.com**.

Type in your username and password and click **Login**.

If you have been granted access to other **SystemOnline** accounts, you will see a list of usernames you can choose to log in as. Click **Login As This Person** to choose the account you want to use. This might happen if you have a relative who is not confident using a computer and has granted access to you so that you can use **SystemOnline** on their behalf.

You will then see the **SystemOnline** 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 the Home page and you can return to it at any time by clicking **Home** in the blue menu bar or clicking the **Back** button on any page.

## **Changing/Resetting Your 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 number and one non-alphanumeric character, e.g. '!' or '?'.

If you need to change your password at any other time:

- Click the **Change Password** link on the Home page.
- Type in the current password.
- Type in the new password.
- Re-type the new password.
- Click **Submit**. You are advised to memorise the new password. Do not write it down or disclose it to anyone else.
- Click **Back**.

If you forget your password, you can reset it yourself, provided the surgery has an email address for you that has been verified.

To reset a forgotten password:

- Click the **I've forgotten my password** link on the Login page.
- Type in your username and email address on the Reset Password page.
- Click **Reset Password**. You will receive an email containing a new password.
- Use the new password to log in to **SystemOnline**. You will be prompted to change the password to one of your own choice as soon as you log in. The password must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'.

If you do not have an email address that has been checked, you will need to visit the surgery in person and ask for your password to be reset. When you log in with the replacement password, you will be prompted to change it to a password of your own choice, as you did initially.

## **Logging Out of SystemOnline**

---

To log out:

- Click the **Logout** link on the Home page or **Logout** on the main menu bar.
- Close your Internet browser.

**Note:** The website will automatically log out after a period of inactivity. Type in your username and

password to log in again.

## Managing Appointments with SystemOnline

---

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.

The surgery limits the number of 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 surgery on **01604 630396** or visit the surgery in person.

## Viewing Past/Future Appointments

---

- Click the **View Past Appointments/View Future Appointments** link on the Home page, or click **Past Appointments/Future Appointments** 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 surgery'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 click **Book Appointment** on the main menu bar. The page displayed shows details of all the sessions at the 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. The surgery may have decided to allow you to book more than two weeks in advance. If they have, 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. If appropriate, type 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 provide 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:

- Click the **View Future Appointments** link on the Home page, or click **Future Appointments** on the main menu bar.
- Click the **Cancel Appointment** button relating to the appropriate appointment.
- 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 new prescription.

Click the **Current Prescriptions** link on the Home page, or **Current Prescriptions** 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:

- Select the drug by clicking on 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.
- 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.

## Changing Your Pharmacy

---

To change the pharmacy you collect your prescriptions from:

- Click the **Change Pharmacy** link on the Home page.
- Click **Choose** beside the pharmacy you want to use.

**Note:** You will only be able to specify a pharmacy here if your registered GP practice sends your prescriptions to a pharmacy electronically.

## Changing Your Contact Details

---

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

- Click the **Change Contact Details** link on the Home page.
- Type in 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 the surgery to send text messages to your mobile phone, e.g. appointment reminders, select **Allow SMS notifications** and ensure that you have provided your mobile number.

## 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:

- Click the **Grant Additional Access** link on the Home page.
- Type a name for the account.

- Ask the other person to type in 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:

- Click the **Grant Additional Access** link on the Home page.
- Click the **Remove** button next to the account you want 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.

## Viewing a Summary of Your Patient Record

To view key details from your Electronic Health Record, click the **My Summary Patient Record** link on the Home page. The summary will include details of the following:

- allergies
- drug sensitivities
- acute medication (issued in the last 12 months)
- repeat medication (current and past)

Click **Back** to return to the Home page.

**Note:** The **My Summary Patient Record** option will only be available if the surgery offers this service.

## SystemOnline Usage and Privacy Policies

Please use this service responsibly. In the case of any abuse of the service, the surgery can prevent you from accessing the service by stopping your username 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 the surgery, e.g. 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. The full End User License Agreement and Privacy Policy are available online.