

Completing a Questionnaire

To complete a questionnaire

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

Click **Fill in Questionnaire** beside the questionnaire you want to complete.

Answer the questions and click **Submit**. A message is displayed to confirm that the answers have been sent to Park Surgery.

To print out a copy of the completed questionnaire, click **Print**.

Any other questions?

If you have any questions about using SystemOnline, please contact Park Surgery. Our reception team will endeavour to answer any queries that you might have.

If you have any comments or suggestions regarding the online service, please let us know. We would welcome any feedback about how we can improve the service for our patients.

You can contact us by telephone, e-mail (parkadmin@nhs.net) or using SystemOnline—there is an option to **Ask a Question**.

There is also a Help facility once logged on to SystemOnline—located on the left menu list.



SystemOnline Patient User Guide

<http://www.parksurgery.com>

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



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Patient Guide to using SystemOnline—Introduction

Park Surgery is pleased to offer our patients the facility to use SystemOnline, which provides internet services for patients over the age of **14** to:

- View, book and cancel appointments
- View a list of current medication and send repeat prescription requests
- Complete health questionnaires
- Change your contact details

Appointments

It is currently possible to book doctor appointments via the online system and book the available appointments 4 weeks in advance. Please continue to contact the surgery for nursing and other appointments or if the appointments offered online are not convenient for you. 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 via either the online system or by telephoning the surgery cancellation line on 01403 214649 which can be done 24 hours a day (Failure to cancel 2 online appointments will result in your online account being removed). Please cancel the appointment a maximum of 2 hours before the booked start time.

Repeat Prescriptions

Please note that we will require 3 working days from the day of submission for your prescription to be ready—this increases to 5 working days if your prescription is sent to a pharmacy. If we are unable to issue your requested prescription (for example if your GP wants to see you before you receive the medication), we will contact you.

SystemOnline Usage and Privacy Policy

Please use this system responsibly. In the case of any abuse of the system, Park Surgery can prevent you from accessing the service by stopping your username and password from working. Examples of irresponsible use of the system include but are not limited to:

- Booking appointments that you have no intention of cancelling
- Repeatedly booking then cancelling appointments
- Repeatedly requesting prescriptions that you do not need

We are committed to protecting your privacy online. The personal information that you enter on the website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at Park Surgery—i.e. those managing appointment bookings and repeat prescribing. 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 cannot be held responsible if you share your mobile phone or give it to someone else.

Registering

If you would like to register for the online service, please complete a registration form—available from any reception desk at Park Surgery or via our website—and bring it to the surgery together with **photographic identification** e.g. a 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.

The aim of this service is to improve our communication with our patients and to ease the telephone congestion that many patients experience. If you have any comments, please contact the surgery.

Logging into SystmOnline

To use the SystmOnline service, you will need to register at Park Surgery to request a user name and password. Please see the **Registering** section earlier in this booklet.

Once you have been registered, please allow at least an hour before trying to log-on. Park Surgery has a link on its website (**www.parksurgery.com**) which you can use to access the Login page. If Park Surgery's website does not work, you can use the following website to access SystmOnline: <https://systmonline.tpp-uk.com>

Enter your username and password and click **Login**

You will then see the SystmOnline Home Page, which shows your details and Park Surgery's contact details at the top of the screen.

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:

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

NOTE: The website will automatically log out after a period of inactivity. Type in your username 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. Park Surgery has limited the online booking to 2 future appointments that each user can have at any one time. If you have already reached this limit and need to book another appointment, you should contact the surgery 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

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

The page displayed shows all of the sessions at Park 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 Appointments** at the end of the row for the session you require.

A list of appointments is displayed showing the appointment type, start and end times, and duration of the appointment.

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

We ask that you enter the reason for your appointment in the **Reason** box—this will help our practice staff prepare for your appointment.

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

Go to the **Future Appointments** page and 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

For certain medications, 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 this medication.

To request a repeat prescription:

Select the medication by ticking the box in the left-hand column. If the item you require is not listed or you need to add further information to your request, type the details into the **Medication Request Notes** field. When providing this information, it will be visible to our repeat prescribing team. Your medication request may have to be reviewed by your doctor before being issued which could increase the time needed for the prescription to be ready.

Click **Request Medication**. The Medication Order Summary is displayed stating that a request has been sent to the surgery.

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.

Granting Additional Access to your Account

You can give other SystemOnline users access to your SystemOnline account.

To set up the additional users on your account:

Click the **Grant Additional Access** link on the Home Page

Enter a name for the account

Get the other person to enter the SystemOnline username and password that they currently use to access SystemOnline.

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

To remove the extra user:

Click the **Grant Additional Access** link on the Home Page

Click the **Remove** button next to the user you wish to remove

A message is displayed to confirm that you want to remove the user. Click either **Confirm** to remove the additional user 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 "?"

Click the **Change Password** link on the Home Page

Enter the current password

Changing your Contact Details

To change your address, telephone number(s) or e-mail address:

Click the **Change Contact Details** link on the Home Page

Enter your new message then click **Submit new contact details**. A message is displayed, showing that your details were sent successfully.