

BOOK APPOINTMENTS ONLINE WITH SYSTMONLINE

HOW TO USE SYSTMONLINE

Come to the Surgery in person with photo-id and ask the receptionist for details of how to register your interest for SystmOnline. Our Audit Team will then contact you and arrange to supply you with a username and first password. Then to start using the service click on the link below:



[**CLICK HERE**](#)

We are piloting the online system and giving access to patients to book any routine appointment noting that in order to manage demand appointments are embargoed until 14 days before the appointment. As the pilot scheme progresses we will monitor usage to ensure we maintain a balance of availability between online and telephone booking of routine appointments

Please note: Online prescription ordering is also available via System One Online. For the present we will retain the existing email ordering via the practice website but would ask patients use one method only to avoid confusion

USING SYSTMONLINE - A GUIDE FOR PATIENTS

(If you would like to open a copy of this information to print off please [CLICK HERE](#))

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Logging in to SystmOnline

To use the SystmOnline service, you will need to go to your GP practice to request a user name and password. You cannot register for this service online because your identity needs to be verified. Please bring some form of photo id – passport, driving licence.

Once your identity is verified the receptionist will task a member of audit team staff to contact you and provide you within a couple of days with a user name and a random password. Please wait an hour before trying to log in to the website.

Enter your user name and password and **click Login**. You will then see the SystmOnline Home Page, which shows your details and your GP practice's contact details at the top.

Note: The services available here will depend on the services your GP practice has decided to offer. We have opted to allow online booking of any routine appointment, to cancel an appointment and to order a repeat prescription up to seven days in advance of the renewal date. Additional services may be added in due course

Logging out of SystemOnline

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 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.

Your practice may limit 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 your 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 your practice'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 the **Book Appointment** button on the main menu bar.

The page displayed shows details of all the sessions at your GP 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.

Your practice 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, including the full address - if your practice operates from more than one site, check that this is where you want to go. If appropriate, enter 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 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 make certain the appointment has registered on the system, please click on **Future appointments** to check the appointment has been safely booked.

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 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**.
3. To continue without cancelling the appointment, click **Back** or any other menu option; otherwise, click **Close**.

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.
6. Click **Back**.

SystemOnline Usage and Privacy Policies

Please use this service responsibly. In the case of any abuse of the service, your GP practice can prevent you from accessing the service by stopping your user name and password from working.

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 your GP 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.