

WESTBANK PRACTICE

Starcross & Exminster Surgery

SystemOnline User Policy

Logging in to SystemOnline

To use the SystemOnline service, you will need to attend the practice to request a user name and password. You cannot register for this service online because your identity needs to be verified. You will need to provide an official document (passport / Driving Licence etc) that has a photograph of you.

Once a member of staff has given you a user name and a random password, 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 SystemOnline Home Page, which shows your details and our GP practice's 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 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.

You can book up to TWO appointments 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 your 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 that are available for online booking.

A drop-down list is available in the “show sessions for period” box for you to select dates further in the future:

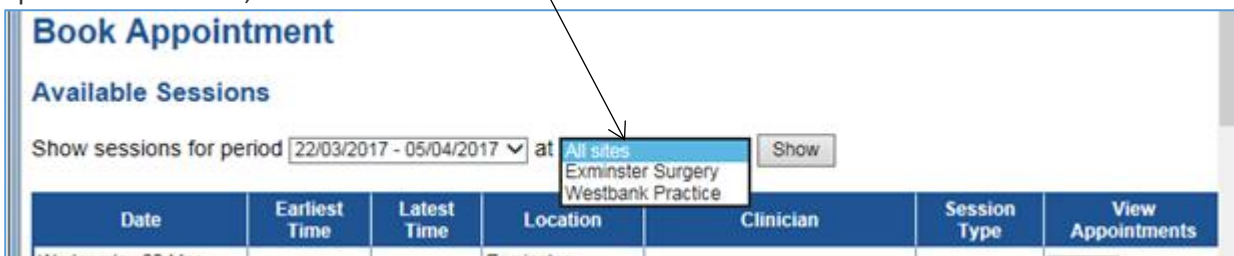


Book Appointment

Available Sessions

Show sessions for period **07/03/2017 - 21/03/2017** at All sites

Once you have selected the required date range, you need to specify which of our sites you would prefer to attend. The default setting is “All sites”. **For Starcross appointments select Westbank Practice and for Exminster appointments select Exminster Surgery.** Once you have selected the relevant date and location options from the list, click **Show**:



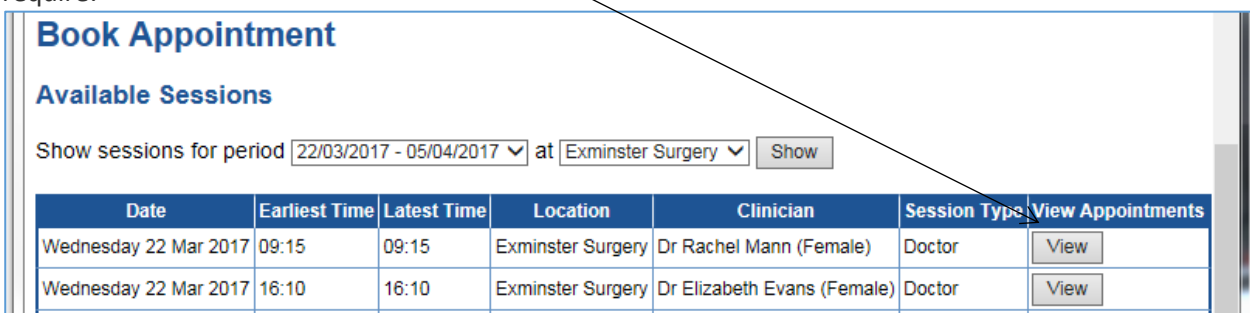
Book Appointment

Available Sessions

Show sessions for period 22/03/2017 - 05/04/2017 at **Exminster Surgery**

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
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The table shows the date an appointment is available, the earliest and latest slot times, location, clinician and session type as shown below. Click **View** at the end of the row for the appointment session you require:



Book Appointment

Available Sessions

Show sessions for period 22/03/2017 - 05/04/2017 at Exminster Surgery

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Wednesday 22 Mar 2017	09:15	09:15	Exminster Surgery	Dr Rachel Mann (Female)	Doctor	<input type="button" value="View"/>
Wednesday 22 Mar 2017	16:10	16:10	Exminster Surgery	Dr Elizabeth Evans (Female)	Doctor	<input type="button" value="View"/>

The next screen shows the appointments available within the time slot previously selected. Click **Book** at the end of the row for the appointment you require.

Available Appointments

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

Session for Dr Elizabeth Evans (Female) at Exminster Surgery on Wednesday 29 Mar 2017

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
ONLINE APPT ONLY	09:15	09:30	15	<input type="button" value="Book"/>
ONLINE APPT ONLY	10:15	10:30	15	<input type="button" value="Book"/>

The next screen confirms the details of the appointment you have chosen. It is really helpful to 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 confirm the appointment, click **Book Appointment**. The appointment is confirmed.
To continue without booking the appointment, click **Cancel**.

PLEASE CHECK THE LOCATION OF YOUR APPOINTMENT:
WESTBANK PRACTICE = STARCROSS SURGERY
EXMINSTER SURGERY = EXMINSTER SURGERY

Book Appointment
Click Book Appointment to confirm this appointment

Date:	29 Mar 2017
Day:	Wednesday
Start Time:	09:15
Duration (minutes):	15
Clinician:	Dr Elizabeth Evans (Female)
Appointment Type:	ONLINE APPT ONLY
Location:	Exminster Surgery
Reason (optional):	<input type="text"/> Notes entered into this field may be visible to all staff at the practice

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After selecting "Book Appointment", the booking confirmed screen is displayed. To print the details, click **Print**. Otherwise, click **Back** or any other menu option.

Book Appointment
Appointment Booking Confirmed

Date:	29 Mar 2017
Day:	Wednesday
Start Time:	09:15
Duration (minutes):	15
Clinician:	Dr Elizabeth Evans (Female)
Appointment Type:	ONLINE APPT ONLY
Location:	Exminster Surgery
Reason:	

Cancelling an Appointment

Go to the **My 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**.

Viewing Your Patient Record

If you have requested and been granted access to your detailed medical record click the **Patient Record** link on the Home Page, then click **Patient Record** on the next screen.

Coded entries from your medical record will be displayed on screen with the option for you to select by a range of criteria.

You will also have the option to view your **Summary Patient Record, Childhood Vaccinations** and **Test Results** from the Patient Record menu.

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**.

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

Note: you are happy for the practice to send text messages to your mobile telephone, e.g. appointment reminders, select **Allow SMS notifications** and ensure that you have provided your mobile telephone number.

Prescriptions

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 your 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 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. Bear in mind that this information will be visible to members of the practice staff.

Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to us to re-prescribe the item(s), and will provide details of when the prescription will be ready for collection.

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.

Registering a child or dependent

Parents may apply for an account on behalf of their children where both parent and child are registered at the practice, and the child is aged under 11 (proof of ID is still required, eg passport and/or birth certificate). This is due to the child reaching Gillick Competency - where a child is deemed capable of making decisions relating to their health themselves. When the child reaches the age of 11 years this access will be automatically revoked and the login details will de-activate.

Carers may apply on behalf of patients they care for where they are both registered at the practice and the carer has legal power of attorney for the patient or has been given explicit patient consent. Carers will need to provide explicit written consent from the patient when registering on their behalf stating that he/she is happy for you to register then on SystmOnline and for the practice to provide you with their log on details. In this instance you will need to provide photographic ID and address proof for the patient and yourself.

(Please ask for a form for completion).

SystmOnline Usage and Privacy Policies

Please use this service responsibly. In the case of any abuse of the service, we 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:

- booking appointments you have no intention of attending
- 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
- 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 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. The Westbank Practice cannot be held accountable for any inconvenience, loss, damages or costs incurred as a result of the online booking system malfunctioning or being otherwise unavailable at any time.