

## Application form to use SystmOnline

### What is SystmOnline?

SystmOnline is a way to contact the surgery to:-

- Book/cancel an appointment to see a GP in the surgery.
- Order repeat medication
- Participate in on-line surveys
- Inform us of an update to your personal details

### Who can register for this service?

Registered patients to Red House Surgery can apply directly using this form.

**For reasons of confidentiality patients can only access their own details so each family member needs their own personal login details. If your children are under 14 years of age a parent/guardian can request proxy access if over 14 years of age the child will need their own login details.**

### How do patients register for this service?

If you are a patient registered at Red House Surgery please read the remainder of this document in order to learn about the Terms and Conditions. Complete and sign the Application slip on the last page and bring it to Reception with proof of identity (photo ID, for example passport or driving licence and proof of address, for example utility bill) your user name and a password will then be supplied so that you can “log in” on the website.

### What can you do with SystmOnline?

**Appointments** - It is currently only possible to book a single doctor appointment via the online system, please continue to contact reception for nursing appointments. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery. Appointments 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 an appointment for the doctor of your choice is not available at the time you require this is because there are currently no pre-bookable slots available, please try again on the next working day. 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 by either the online facility or by telephoning reception. We are likely to start sending text messages to remind patients of appointments. If you do not want this service please let us know.

**Medication** -You can request your **repeat** medication from SystmOnline. You will be able to tick which items you would like and the message will go straight through to the surgery. For items that are not on repeat, you will need to make a request in writing to the surgery. We require **48 hours – 2 working days** to prepare your prescriptions. If you have a nominated pharmacy picking up your scripts, it will take 72 hours for your script to be at your chosen pharmacy.

**Further guidance notes for patients using SystmOnline** -A link to SystmOnline can be found on the Surgery website at [www.redhousesurgery.co.uk](http://www.redhousesurgery.co.uk). You can also go to the SystmOnline website directly <https://systmonline.tpp.uk.com> it is a secure site so you do need to include the https, and systm is deliberately spelt without an 'e'. Although the website is secure, users need to ensure their own precautions on other potential security breaches such as access via unsecured wireless connections or shared computers. As with all computer login details and passwords please keep your details safe and away from prying eyes.

**We reserve the right to de-register anyone from using the online system that constantly misses(DNA's) or cancels online appointments.**