



Patient Guidance notes for SystmOne Online

We are pleased to offer you the facility to use “SystmOne Online” which provides internet services for patients. Under the age of 14 years parental / guardian access is permissible but due to confidentiality, once the patient reaches 14, the password will automatically expire and the child will need to apply for a new password. **NB – If you are under 14 and do not wish anyone to have access to your account, please leave a message at reception for the practice manager.**

Online you can:

- View, book or cancel doctor appointments
- View a list of your current repeat medication and send repeat prescription requests.

Please note that other medical records are not accessible.

Appointments

It is only possible to book a doctor’s appointment via the on line system, please continue to contact the surgery for nursing appointments. 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 by either the online system or by telephoning the surgery. (Failure to cancel on line appointments could result in your online account being removed)

Repeat prescriptions

Please note that when requesting a repeat prescription, you need to state in the comments box which pharmacy you would like it sent to.

Advice from our Medicines Management Team is that we should not be taking requests for medication via a telephone message. To comply with this guidance we shall be phasing out the repeat medication voicemail service in the next 6 months.

We still require 3 working days to process requests.

Registering

To register please complete the ‘SystmOne Online – Patient Application form’ (available on the surgery website or from reception)

Please note the following disclaimer if applying for online registration:

You agree to adhere to the Pulborough Medical Group Practice Guidance notes for the use of SystmOne Online. It is your responsibility to keep the account secure by keeping the log in details confidential. You understand that you can terminate the account at any time by contacting the surgery, or change the log in details by re-registering, and that this form will be kept on the clinical electronic records.

You will need photographic proof of identification eg. passport or driving licence & to ensure confidentiality we are only able to accept registrations in person – ie. you cannot give your details to anyone else to register for you.

Our reception staff will quickly register you and provide you with unique log in details and instructions for the website.