You can now use the internet to book appointments with a GP and request repeat prescriptions for any medications you take regularly, using our online patient services module SystmOnline. Our online services are managed by our system provider TPP. TPP is an NHS provider that has been accredited to ensure the necessary standards of confidentiality and securities are in place.

SystmOnline is available as an online service or via apps, providing patients with convenience and flexibility when managing their care.

The SystmOnline apps can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). They can be downloaded for free from the Apple App Store and from the Google Play Store.

**Note:** SystmOnline is only available from within the UK. You cannot access SystmOnline from abroad.

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**Appointment Booking and Cancellation**

* Patients can book GP appointments online, up to six weeks in advance.
* Only 1 online appointment can be booked at any time.
* Online appointments **must** be cancelled if no longer needed. You can cancel your appointment either online or by telephoning us. Please ensure you cancel any unwanted appointments as soon as possible; this will allow us to offer the appointment to another patient.
* You can check online to see any appointments you have booked.

**Repeat Prescription Requests**

* You can check online to see what repeat medication is currently authorised for you to re-order.
* You can re-order your repeat medications online.
* You can check to see whether your request has been accepted or rejected online before you collect your prescription.
* You should allow 48 hours (standard working hours i.e 09:00-17:00, Monday to Friday) from submitting a request before collecting it.
* Any current arrangements you may have for sending your prescription directly to your chosen pharmacy will continue to apply.
* If you would like to collect your prescription in person, please specify which surgery you wish to collect it from.

**Who can apply?**

* Patients must be aged 16 years or over to register for an online account.
* Carers may apply on behalf of patients they care for, where the carer has legal power of attorney for the patient or has been given explicit patient consent. Please download the application form from the Practice website.

**Doctors Appointments**

Please ensure that you book your appointment appropriately. If you are unsure as to whether it is appropriate for you to see a Doctor, contact us by telephone. Whilst we will do what we can for you to see the Doctor of your choice this may not always be possible.

**Missed Appointments**

Online appointments **must** be cancelled if no longer needed. You can cancel your appointment either online or by telephoning us. Please ensure you cancel any unwanted appointments as soon as possible; this will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an online appointment more than three times in one year we will remove the facility for you to use online booking. You will however, be able to book appointments via the receptionists.

**Inappropriate Use**

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with the Practice Manager.

**How Do I Register For Systmonline?**

Registration is simple – you can download and complete the appropriate application form(s) from the Practice Website.

For added security, you will need to bring the completed form(s) into the Practice, in person, along with some form of photographic identity, for example a passport, driving licence or student ID card before we can issue you with a username and password.

The Receptionist will take the completed forms, and your ID. Your ID will be photocopied and handed back to you.

The Receptionist will set up your account using the information you have provided on your application form.

You will be handed a registration letter which contains your username/password and instructions to create your SystmOnline account. Once you have created your SystmOnline Account you will be invited to change your password to one you will remember easily.

Once this is complete, you will be able to book and cancel appointments, order you repeat medication 24 hours a day, 365 days a year.

The completed forms and your photocopied ID will be scanned on to your medical record in case it is need for future reference, the originals will be shredded.

If you are a new patient, registering at our Practice, you will be able to register for a SystmOnline account once you have your new patient health check at The Limes Medical Centre.

**Logging in to Systmonline For The First Time**

* Using your new registration details given to you by the Practice visit

[https://systmonline.tpp-uk.com](https://systmonline.tpp-uk.com/Login)

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

**Logging out of Systmonline**

* Click the Logout link on the Home Page or the Logout button on the main menu bar.
* Close your Internet browser.

***Please Note:***

***The SystmOnline website will automatically log you out after a period of inactivity. Type in your user name and password to log back in.***

***The online services will not be available whilst the nightly backups are running***