

# Introduction to SystemOnline

SystemOnline is the name of our online services. We offer the facility for you to request prescriptions online, book or cancel appointments, and much more.

This short guide is designed to help you get started with using SystemOnline.

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# Logging in

1. First, go to **www.bowlinghallmedicalpractice.co.uk**, which is our practice web-site. You will be taken to the home page, which contains a link to 'SystmOnline'. Click on this link.

The screenshot shows the Bowling Hall Medical Practice website. The header includes the practice name and logo. A navigation menu on the left lists: Home, Appointments, Prescriptions, Staff, Contact Us, Clinics & Services, Health & Lifestyle, and Long Term Conditions. The main content area features a 'NEWS' section with a link to 'Change to Gluten-free (GF) prescribing ...'. Below this is the 'systemonline' logo with the text 'BOOK REQUEST REGISTER'. A red arrow points to this logo. The main text welcomes visitors and describes the practice's services. A sidebar on the right contains 'Quick Links' such as Online Services, Latest News, Search, Flu Vaccinations, Translate Page, Have your say, Patient Voice, Friend & Family Test, Survey Report, and Further Information.

2. You will be taken to the log in page, shown below. Enter the log in information which should have been sent alongside this guide.

The screenshot shows the SystmOnline login page. The header features the 'systemonline' logo. The main content area is titled 'Login' and contains the following text: 'If you already have a username and password, enter them here. If you do not have a username and password, contact your practice to register for SystmOnline.' Below this is a form with 'Username' and 'Password' input fields and a 'Login' button. A link for 'I've forgotten my password' is provided. The next section is 'Link Account' with the text: 'If you have been given an account ID and linkage information by your practice, you can sign up below.' and a 'Sign up' link. The final section is 'Third Party Linked Account' with links for 'Reset Third Party Linked Accounts' and 'Re-Issue Third Party Passphrase'.

For any further questions or assistance, contact your practice.

3. If this is the first time you have used the online services, you will now be asked to change your password. Note: Your password must be at least 8 characters long, contain at least one letter, one number and one symbol (such as #).

### Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must:

- be at least 8 characters long
- contain at least one letter (a-z)
- contain at least one numeric character (0-9)
- contain at least one other character (e.g. !"£\$%).

Current password

New password

Confirm new password

4. Once you have successfully changed your password, you will be taken to the home screen. From the menu on this screen you can access all of the services on offer.



Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
		Bowling Hall Medical Practice Bowling Hall Medical Practice, Rooley Lane, Bradford, West Yorkshire, BD4 7SS	General: 01274 224888		

Welcome to SystmOnline, the online medical system which allows you to directly request your medication! Have a look around - the services we offer will continue to expand.

Important Information: We would like to ask each person who has registered for SystmOnline to ensure that they have submitted an e-mail address. If you ever lose your log-in details you can retrieve them online from the log-in screen, but only if you have a confirmed e-mail address recorded. You can update your contact details from the menu on this page.

Note: The practice does not regularly contact people by e-mail in other circumstances.

#### GMS / PMS 2015-16 Contractual Requirement for Patient Online Service

As part of the GP contract for 2015-16, GP practices across England are required to offer and promote the facility for patients to view their 'Detailed Coded Medical Record' online by 31st March 2016. Bowling Hall Medical Practice will enable this service in the near future.

Please be aware that SystmOnline does currently allow registered patients to request access to their 'Detailed Coded Medical Record'. However, they will not be able to view this until the service is activated at the practice.

There are currently no plans to enable 'Full Clinical Record' access routinely for patients.

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- Messages
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# Managing Prescriptions with SystemOnline

By clicking on the Medication link on the home page you will be able to request prescriptions, view outstanding prescriptions and change your nominated Pharmacy.

**systemonline**

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Mr Micky Mouse-TestPatient Date of birth: 01 Jan 1960 Address: 1 Magic Kingdom, Bradford		Bowling Hall Medical Practice Bowling Hall Medical Practice, Rooley Lane, Bradford, West Yorkshire, BD4 7SS		General: 01274 224888	

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## Requesting Medication with SystemOnline

For certain drugs, you can request a new prescription.

Click the **Medication** link on the **Home** page (shown above). In the next screen, select medication again.

**systemonline**

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### Medication

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- [Outstanding Prescription Requests](#)
- [Change Pharmacy](#)

[Help](#)

From here you can select which medication you require from a list of your regular medications, or make a custom request for a medication which is not on your list of repeat items. **Note:** You cannot request existing medication and make a custom request in the same request.

To request existing medication;

1. Click the request existing medication radio button.
2. Select the drug(s) you need by clicking on the box in the left-hand column.
3. When you have chosen all of the medications you need, click **Continue** at the bottom of the page.
4. You have the option of entering notes for each drug. Click **Request Medication** when finished.
5. The Medication Order Summary is displayed, stating that a request has been sent to the practice to issue the item(s). Your prescription will then be ready 48 hours after your request.

## Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

Request existing medication

### Recent Medication

There are no recent medications to display.

### Regular Medication

	Drug
<input checked="" type="checkbox"/>	<b>Aspirin 300mg dispersible tablets</b> 31 tablet - use as directed Last Issued: 19 May 2016
<input type="checkbox"/>	<b>Aspirin 300mg dispersible tablets</b> 56 tablet - 2 od Last Issued: 12 Aug 2016
<input type="checkbox"/>	<b>Aspirin 75mg dispersible tablets</b> 14 tablet - take two daily Last Issued: 30 Aug 2016
	<b>Aspirin 75mg dispersible tablets</b> 7 tablet - take one daily Last Issued: 11 Aug 2016 Needs reviewing by a GP or Nurse before it can be requested
<input type="checkbox"/>	<b>Aspirin 75mg dispersible tablets</b> 28 tablet - take one daily Last Issued: 19 May 2016
<input type="checkbox"/>	<b>Aspirin 75mg dispersible tablets</b> 28 tablet - take one daily Last Issued: 01 Sep 2016
<input type="checkbox"/>	<b>Aspirin 75mg dispersible tablets</b> 28 tablet - take one daily Last Issued: 19 May 2016
<input checked="" type="checkbox"/>	<b>Co-codamol 8mg/500mg tablets</b> 7 tablet - 1 daily Last Issued: 30 Aug 2016
<input type="checkbox"/>	<b>Denosumab 60mg/1ml solution for injection pre-filled syringes</b> 1 pre-filled disposable injection - every 6 months Last Issued: 23 Jun 2016
<input checked="" type="checkbox"/>	<b>Diamorphine 10mg tablets</b> 28 tablet - take one as directed Last Issued: 19 May 2016

## Changing Your Pharmacy

At Bowling Hall Medical Practice we use the 'Electronic Prescription Service'. This means that your medication is authorised and sent to your pharmacy electronically without the need for a paper prescription. You can then go straight to your pharmacy to collect your medications without needing to come to the practice to pick up the prescription form.

To change the pharmacy you collect your prescriptions from:

1. Click the **Change Pharmacy** link on the Medication page.
2. Click **Choose** beside the pharmacy you want to use.

# Managing Appointments with SystmOnline

By clicking on the Appointments link on the home page you will be able book and cancel appointments and view past/future appointments. You will be able to see up to five past appointments and all future appointments.



<a href="#">Home</a>	<a href="#">Book Appointment</a>	<a href="#">Future Appointments</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
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Your healthcare service 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 healthcare service by telephone or in person.

## Booking an Appointment

Providing you have not already reached your service's limit for the number of future appointments, you can book an appointment using this service.

1. Go to the '**Appointments**' page from the menu on the home screen and then select '**Book Appointment**', or select '**Book Appointment**' on the blue menu bar at the top.
2. You can customise the dates you want to search on. By default it will display available appointments in the next two weeks.
3. Locate the date that you want to book on and click the '**View**' button.
4. Find a suitable appointment time and click on '**Book**' for that appointment.
5. In the '**Reason**' field, it would be helpful if you could put a brief description of what the appointment is regarding. This will help practice staff to prepare for your appointment. Bear in

mind, however, that any information you provide may be visible to all practice staff and not just to the clinician you are going to see.

6. Select the '**Book Appointment**'. The appointment is then confirmed.
7. You can print a summary of your appointment by clicking '**Print**'. Otherwise, click **Back** or any other menu option.

### **Cancelling an Appointment**

To cancel an appointment:

1. Click the **Future Appointments** link on the Appointments page, or click **Future Appointments** on the main menu bar.
2. Click the **Cancel Appointment** button relating to the appropriate appointment.
3. Check the appointment details and click **Cancel this appointment**.
4. To continue without cancelling the appointment, click **Back** or any other menu option; otherwise, click **Close**.

### **Viewing Past/Future Appointments**

1. Click the **Past Appointments/ Future Appointments** link on the Appointments page, or for future appointment only click **Future Appointments** on the blue menu bar.
2. This page shows the date, day, start and end time of past appointments as well as the location, clinician.
3. Under Print Details click **Details** to see the full address and any special instructions, e.g. 'Please remember to bring your medication.'
4. To print these details, click **Print**.
5. To exit this screen click **Back** or any other menu option.

# Changing Your Contact Details

It is very important that we can get in touch with you if we need to. You can update your contact details through SystmOnline.



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To change your address, phone number or email address take the following steps;

1. From the **Home** page, click on **Online Account Management**.
2. Click the **Change Contact Details** link on the Online Account Management page.
3. Type in your new details, then click **Submit new contact details**. A message is displayed, showing that your details were sent successfully.

**Note:** Your contact details will not update until the message is actioned by the practice.

If you are happy for your healthcare service to send text messages to your mobile phone, e.g. appointment reminders, select **Allow SMS notifications** and ensure that you have provided your mobile number.