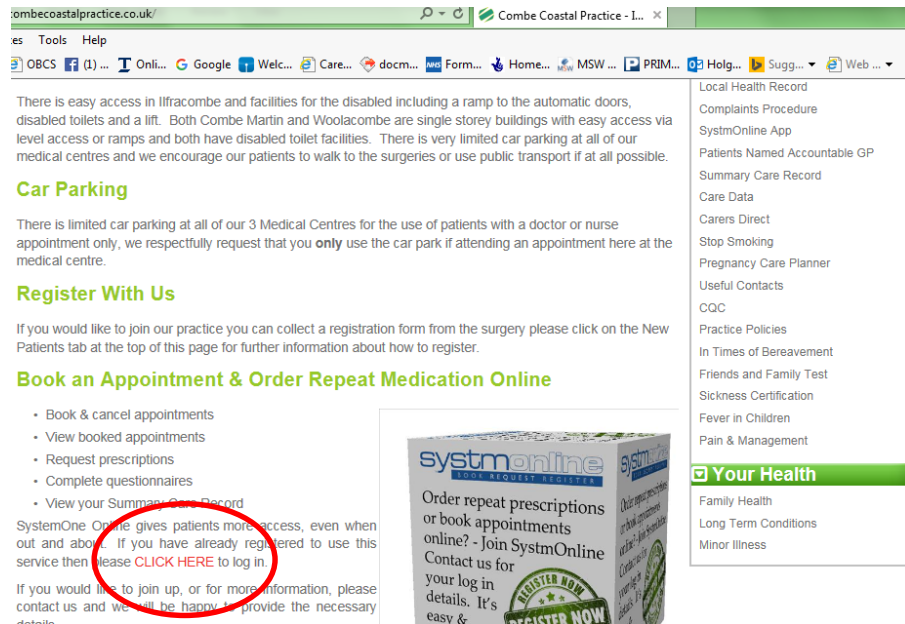


# SystemOnline User Guide

Please find below a quick users guide on how to access SystemOnline.

Please log onto the Combe Coastal Website at [www.CombeCoastalPractice.co.uk](http://www.CombeCoastalPractice.co.uk)

Access the main Systmonline screen, by clicking on the Link on the homepage of the website as below



The screenshot shows the website homepage for Combe Coastal Practice. The main content area includes sections for 'Car Parking', 'Register With Us', and 'Book an Appointment & Order Repeat Medication Online'. A red circle highlights the 'CLICK HERE' link in the 'Book an Appointment' section. To the right, a 'Your Health' menu is visible with options like 'Local Health Record', 'Complaints Procedure', 'SystemOnline App', 'Patients Named Accountable GP', 'Summary Care Record', 'Care Data', 'Carers Direct', 'Stop Smoking', 'Pregnancy Care Planner', 'Useful Contacts', 'CQC', 'Practice Policies', 'In Times of Bereavement', 'Friends and Family Test', 'Sickness Certification', 'Fever in Children', 'Pain & Management', 'Family Health', 'Long Term Conditions', and 'Minor Illness'.

You will be directed to the SystemOnline log in screen.

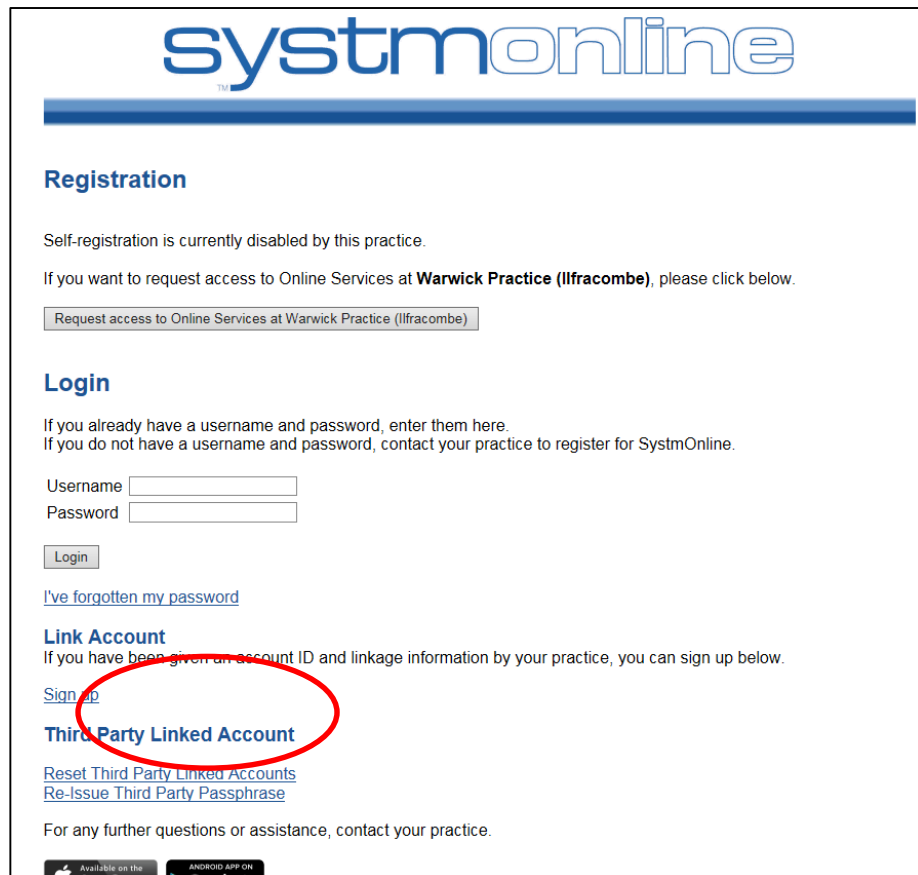
Please enter your log in details which were provided to you by the practice.

if you do not have your log in details, or have forgotten them, or locked yourself out of the site, you will need to pop in with a form of photographic ID, and speak to a receptionist who will check your identity and issue you with new log in details.

Please note, it can take up to 24 hours for new log in details to register on the system.

Please note - Usernames are usually in the format of FirstnameSurnameDDMMYY (DDMMYY being your date of birth). Passwords should contain at least 1 non-alphanumeric symbol, for example ! \* £ % etc.

The Log In Screen →



The screenshot shows the SystemOnline login and registration screen. The 'Registration' section states that self-registration is currently disabled and provides a link to request access to online services at Warwick Practice (Ilfracombe). The 'Login' section includes fields for Username and Password, a Login button, and a link for 'I've forgotten my password'. The 'Link Account' section provides a link to sign up if given an account ID and linkage information by the practice. The 'Third Party Linked Account' section includes links to reset third party linked accounts and re-issue third party passphrases. A red circle highlights the 'Third Party Linked Account' section. At the bottom, there are links for 'Available on the App Store' and 'ANDROID APP ON Google Play'.

Once you log in you will come to the Home screen. You can get back here anytime by clicking the "Home" button on the Blue Toolbar at the top of the page.

**Please DO NOT use the back button on your browser at any point as this may result in an error.**

Ms Paddington Bear Date of birth: 21 Feb 1994 Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG	Warwick Practice (Ilfracombe) St. Brannoeks Road, Ilfracombe, Devon, EX34 8EG	General: 01271 863119
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IN DECEMBER 2015 TPP ( THE SYSTMONLINE SUPPLIER) MADE SOME CHANGES TO SYSTMONLINE FOR REPEAT MEDICATION ORDERING.  
 TO ORDER MEDICATION FROM YOUR REPEAT LIST CLICK ON MEDICATION BELOW AND THEN CLICK MEDICATION AGAIN TO BRING UP YOUR REPEAT MEDICATION LIST.  
 IF YOU JUST SELECT PRESCRIPTION REQUESTS THIS WILL ONLY SHOW YOU A LIST OF YOUR PREVIOUSLY SUBMITTED REQUESTS IT WILL NOT ALLOW YOU TO ORDER REPEAT MEDICATION.

## Home

- Appointments
- Medication
- Patient Record
- Messages
- Questionnaires
- Online Account Management
- Help
- Logout



Last logged in to the SystmOnline website on 15 Jan 2016 11:51  
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The Home Screen

## Booking an appointment:

Select **“Appointments”** from the list on the home screen. On the appointments screen you can choose to book an appointment, view a list of your future booked appointments, or a list of your past appointments. You can also skip straight to the booking screen by clicking on **“Book Appointment”** on the blue Navigation bar at the top of the screen.

Select **“Book Appointment”**. This will take you into the available sessions screen. The appointments screen will default to show the earliest appointments available with your Registered GP. You can select different dates from the pull down list where available; however we only allow patients to book up to 4 weeks in advance. You can also filter the results by surgery location depending on whether you wish to attend the main Ilfracombe surgery, or one of the branch surgeries.

# systemonline

Home Book Appointment Future Appointments Questionnaires Help Logout

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Please be aware that we are encouraging our patients to book doctors appointments with their registered GP, for this reason we have limited the bookable appointments to your registered GP only. If your GP is away or none of the available appointments are convenient, please contact us at the surgery and we will be happy to book you in with an alternative GP. If you would like to change your registered GP, you can do so by contacting the practice.

## Book Appointment

### Available Sessions

Show sessions for period 15/01/2016 - 29/01/2016 at All sites Woolacombe Warwick Warwick Practice (Ilfracombe) Show

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Monday 18 Jan 2016	08:30	09:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Monday 18 Jan 2016	14:50	16:50	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Tuesday 19 Jan 2016	08:40	11:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Tuesday 19 Jan 2016	14:30	16:40	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Tuesday 19 Jan 2016	18:40	19:10	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Friday 22 Jan 2016	08:40	11:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Friday 22 Jan 2016	14:40	17:00	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Monday 25 Jan 2016	08:30	09:20	Woolacombe Warwick	Dr Richard Cullen (Male)	Session	<a href="#">View</a>
Monday 25 Jan 2016	14:40	16:40	Warwick Practice (Ilfracombe)	Dr Richard Cullen (Male)	Session	<a href="#">View</a>

The Available Sessions Screen

The list will show the available sessions for your GP on specific dates. You will need to click on the “**View**” button next to the session to take you into the booking screen to see the individual appointments available.

**systemonline**

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Ms Paddington Bear Date of birth: 21 Feb 1994 Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG		Warwick Practice (Ilfracombe) St. Brannoeks Road, Ilfracombe, Devon, EX34 8EG		General: 01271 863119	

### Available Appointments

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

**Session for Dr Richard Cullen (Male) at Warwick Practice (Ilfracombe) on Monday 18 Jan 2016**

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
28 Day 28 day embargo	14:50	15:00	10	<input type="button" value="Book"/>
28 Day 28 day embargo	15:00	15:10	10	<input type="button" value="Book"/>
28 Day 28 day embargo	15:30	15:40	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:10	16:20	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:40	16:50	10	<input type="button" value="Book"/>
28 Day 28 day embargo	16:50	17:00	10	<input type="button" value="Book"/>

[Help](#)

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*The Booking Screen*

To book an appointment click the “**Book**” button next to your preferred appointment time.

On the following screen, please check the appointment details are correct, and then click “**Book Appointment**” to book it.

You will then be taken to a confirmation screen where you can print your appointment details or return to the appointment booking screen. You can also select one of the buttons on the top blue navigation bar i.e. “**Log Out**”.

### Ordering Repeat Medication

To order your repeat Medication, click on the “**Medication**” link on the home page to take you into the medications screen.

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Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Ms Paddington Bear Date of birth: 21 Feb 1994 Address: 1 The Hollow, Ilfracombe, Devon, EX34 8EG		Warwick Practice (Ilfracombe) St. Brannoeks Road, Ilfracombe, Devon, EX34 8EG		General: 01271 863119	

### Medication

[Home](#)  
[Medication](#)  
[Prescription Requests](#)  
[Change Pharmacy](#)

[Help](#)

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*The Medications Screen*

This will give you another set of options. Clicking on “**Medication**” again will take you into the medication ordering screen where you can order your medication. The “**Prescription Requests**” link will take you to a list of previously requested medication, and the “**Change Pharmacy**” will allow you to change which pharmacy your prescription is automatically sent to if you are signed up for Electronic Prescription Service (**EPS**) – please note you will not be able to use this function unless you have signed up for this service. Further details on Electronic prescribing and a form are available at Reception or your chosen Pharmacy.

Click on the “**Medication**” link.

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### Medication

To order medication from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into 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 type="checkbox"/>	<b>Clenil Modulite 100micrograms/dose inhaler (Chiesi Ltd)</b> 200 dose - Inhale TWO Puff(s) twice a day Last Issued: Never
<input type="checkbox"/>	<b>Salbutamol 100micrograms/dose inhaler CFC free</b> 400 dose - inhale 2 doses as needed Last Issued: Never
<input type="checkbox"/>	<b>Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd)</b> 200 dose - inhale 2 doses as needed Last Issued: 05 Mar 2015

Make custom request

**Medication request notes**  
You can use this field to include notes with your request. If you require a reply from the practice please include contact details (please check with the practice regarding their policy on contacting online users).

**Notes entered into this field may be visible to all staff at the practice**

[Help](#)

*The Medication Ordering Screen*

On the Medication ordering screen you will be given a list of medication which is on repeat. If you do not see anything on the list, it could be that it is not due for issue, or that it has not been put on repeat, in which case you will need to speak with the practice who will be able to advise you.

You can click the box next to all the medication you would like to request and you also have the option to free text into the notes box with any other requests, for example, to send the prescription somewhere different this time, or if you are going away and wish to order anything early. You can also add text notes on the following confirmation screen.

Click the “**Request Medication**” button when you are finish. On the following screen, check the details of the prescriptions you are ordering and add any notes, then click “**Request Medication**” again.

You will then be taken to a confirmation screen where you can print the page for your records, and return to the medications screen. You can also use the navigation buttons at the top of the screen to return to the home page or log off etc.

## Patients Record

This section allows patients to select whether they wish to view their **basic medical record** online (Summary Care Record – SCR). You can view your SCR which includes your allergies and any past or current medications. On the Patient Record Screen you also have an option to view your childhood immunisations and any test results if your practice has this option enabled.

## Questionnaires

This section contains any practice questionnaires which you can fill out. Please take a look at the available questionnaires; we would be very grateful if you could take the time to fill these out.

## Online Account Management

You can access the account management screen by clicking the link on the home page. From here you can:

- Send a change of details message to the practice if you have changed address/contact details etc.
- Change your SystemOnline Password
- Link your account to another person's SystemOnline account, for example if ordering prescriptions for a friend or relative on a regular basis. Please note we will need confirmation from all parties to link accounts.
- Manage Online Services – Remove or request access to certain parts of the site.
- Reset your SystemOnline access (This will close your online account and you will need to contact the practice to regain access).
- View and manage linked account access
- View the help files for SystemOnline
- Log out.

## Help

This section contains further information on SystemOnline and help to answer any questions you may have.

## Logout

Clicking 'Logout' will log you out of SystemOnline.