# REGISTRATION FOR ACCESS TO ONLINE SERVICES

If you would like to sign up for Springwood Surgery's online services please complete this form with your details and give it to a member of our reception team together with **one proof of photo identification <u>and</u> one proof of address.** Once registered you will be given unique login details enabling you to access your online services. You do not need to provide an email address to use the online services, however, provision of an email address greatly simplifies the registration and maintenance processes.

Name ………………………………………………………………… Date of birth ……… /………. /…………………

Address …………………………………………………………………………………………………………………...

………………………………………………………………………. Postcode ……………………………………..

Home telephone ……………………………………. Mobile telephone …………………………………………..

> **I  do/do not\* consent to receiving SMS text messages from the surgery to my mobile telephone** (\**please delete as appropriate*)

Email address ……………………………………………………………………………………………………………….

> **By providing your email address you are consenting to receive information from the surgery to your email address**. *Only consent to receiving emails if you do not share your email address/account with another adult and regularly check your email inbox for new messages.* ***You will receive an initial message requesting verification of your email account.***

Online services currently available;

- Book an appointment online
- Request your medication prescriptions online
- View your own test results online
- View your own Summary Care Record online
- View your own detailed coded medical record online

With regards to requesting medication, please indicate which pharmacy you would you like to collect your prescription from:

☐ Boots          ☐ Well          ☐ Boots (High St.)          ☐ Surgery

As of 2nd September 2019, **pharmacies can no longer request any medication on your behalf** except for in special circumstances. If you would like more information about the options available regarding the ordering of medication please tick this box ☐

Patient signature ……………………………………………………………………. Date ……… /………. /………………

> *FOR OFFICE USE ONLY. This section to be completed by a member of the reception team.*
>
> *Name of staff member ……………………………………………………………. Date ……… /………. /…………………*
>
> *Photo ID provided:*
>
> ☐ *Driving licence*     ☐ *Passport*
> ☐ *Other* …………………………………………..
>
> *Proof of address provided:*
>
> ☐ *Driving licence*     ☐ *Bank statement*
> ☐ *Council tax*     ☐ *Utility bill*
> ☐ *Other* …………………………………………..
>
> ***If the patient is aged at least 13 years but less than 16 years a GP <u>MUST</u> assess the patient before access to online services is granted. Ask the patient to make an appointment to see a GP with this form***

> *FOR GP USE ONLY. Patient (aged 13 years to under 16 years only) has been assessed and is Gillick competent:*
>
> *GP signature ………………………………………………………………………. Date ……… /………. /…………………*

# Online Services FAQs

Thank you for signing up for Springwood Surgery's online services provided by SystmOnline. You will soon* be able to;

- Request repeat prescriptions for medication
- Book an appointment to see a GP or practice nurse
- View your test results
- View an abridged version of your medical record
- View your Summary Care Record (SCR)
- View which NHS organisations can access your medical record

If you have signed up for proxy access to a child's online services or the online services of an adult that you care for you will soon* be able to do one or more of the following;

- Request repeat prescriptions for the person you care for
- Book an appointment for the person you care for to see a GP or practice nurse
- View the test results of the person you care for
- View an abridged version of the medical record of the person you care for
- View the Summary Care Record (SCR) of the person you care for
- View which NHS organisations can access the medical record of the person you care for

A member of our reception team should have provided you with your SystmOnline account details. You can also receive your account details by email or SMS text message if you prefer.

You will be asked to change your password upon first login of the account. The Data Protection Act does not allow Springwood Surgery to keep a copy of your password. If you forget your password you can use the provided link to reset your password or contact Springwood Surgery and a member of the team will reset your account for you.

SystmOnline can be accessed directly at **https://systmonline.tpp-uk.com** or via the practice website at **www.springwoodsurgery.co.uk** A free app is also available from the App Store for Apple devices or the Google Play store for Android devices. Simply search for the app titled 'SystmOnline' or the app developer 'TPP'. Some content (e.g. medical record) is not available within the apps and you can only book an appointment up to 2 weeks in advance within the apps. If you would like to book an appointment further ahead we recommend that you access your online account via a web browser on your device. You can only access SystmOnline from within the UK.

Prescriptions can be requested up to 7 days in advance of the due date. For safety purposes the system will not allow you to order medication earlier than this. If you are unsure of the due date please check the repeat tick list which came with the previous prescription. If you require medication earlier, or a double supply is required due to going away on holiday for example, please use 'Medication request notes' below the list of regular medications and detail why the prescription is required earlier and we will endeavour to satisfy the request.

If during completion of the online services registration form a pharmacy of choice was specified all medication prescriptions will automatically be sent to that pharmacy. You can amend this within the online account should you or the person you care for change your mind(s) about the preferred pharmacy in the future.

*Please note that SystmOnline is a product of The Phoenix Partnership (TPP). Springwood Surgery has no responsibility for the creation and/or maintenance of the SystmOnline web site and/or provided apps for desktop or mobile devices. If you are experiencing problems using the SystmOnline web site and/or apps please try the following help page;* **https://systmonline.tpp-uk.com/2/help/help.html** *or submit a support query using the following web form;* **https://systmonline.tpp-uk.com/2/SendQuery**

If you have any concerns regarding the data within your online account, or the online account of the person you care for, please do not hesitate to contact the surgery between the hours of 9am and 5pm, Monday to Friday, and a member of our team will endeavour to assist where possible.

*\* It can take up to 24 hours to process your account details for SystmOnline once you have registered. Please avoid trying to log in to your account within the first 24 hours.*