SystmOne pdf guides are correct at the date of writing. If you require up-to-date guidance some time past the date below, you are advised to use the F1 Online Help.

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What does the web page look like and what does it do?
Logging in

Patients following the link from your organisation website, or directly accessing SystmOnline from their browser, will see the screen above.

Prospective patients that wish to register with you will not have a user name and password and must click 'Register with this practice' to proceed (see 'Self Registration' section below).

Existing patients must have contacted the organisation to receive a user name and password before they use the service. To login, they simply enter the user name and password given to them by the organisation, then click 'Login'. They will then see the Home screen (see below).

systmonline
BOOK REQUEST REGISTER

| Home | Past Appointments | Future Appointments | Book Appointment | Current Prescriptions | Questionnaires | Help | Logout |

Dr John Smith **NHS Number: 9224599311**	**Internet Booking Test Practice** **99 Christopher Road** **Headingley** **Leeds** **West Yorkshire** **LS7 2JX**	**Appointments: X113 3333333** **Prescriptions: X114 5533448** **Emergency: X800 9999999** **General: X113 2222222** **General: X113 1234567**

SystmOnline

View Past Appointments
View Future Appointments
Book Appointment
Current Prescriptions
Change Password
Change Contact Details
Ask a Question
Questionnaires
Help
Logout

tpp

Note that the services available from the Home screen are dependent on the services selected by the organisation. (See 'Setting up the services you want to offer' above).

Patients can navigate all the online services from here, and can return to the Home screen by clicking 'Home' on the main menu bar, or clicking the 'Back' button on any page.

The patient details box towards the top of the screen is visible on each page of the website.

Viewing past appointments

Click the 'View Past Appointments' link on the Home screen, or click the 'Past Appointments' button on the main menu bar.

Past Appointments

This is a list of your recent appointments

Date	Day	Start Time	End Time	Location	Clinician	Status	Details
18 Jul 2008	Friday	15:00	15:10	Internet Booking Test Practice	Miss Alysia Atkinson	Booked	Details
17 Jul 2008	Thursday	14:30	14:40	Internet Booking Test Practice	Katie Dowson	Booked	Details

Back

This screen shows the date, day, start and end time of past appointments as well as the location, clinician and booking status, e.g. 'Booked'.

Click 'Details' to see the full address and any special instructions e.g. 'Please remember to bring your medication.'

Viewing and cancelling future appointments

Click the 'View Future Appointments' link on the Home screen, or click the 'Future Appointments' button on the main menu bar.

This screen shows the date, day, start and end time of the future appointments as well as the location, clinician and booking status, e.g. 'Booked'.

Click 'Details' to see the full address and any special instructions e.g. 'Please remember to bring your medication.'

To cancel an appointment, click the 'Cancel Appointment' button relating to the appropriate appointment.

Check the appointment details and click 'Cancel this appointment'.

To continue without cancelling the appointment, click 'Back', or any other menu option.

Click 'Close'.

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Booking an appointment

Click the 'Book Appointment' link on the Home screen or the 'Book Appointment' button on the main menu bar.

Book Appointment

Available Sessions

This is a list of sessions that have available appointments
Find a session that you would like to book into and click View Available Appts

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View
Tuesday 22 Jul 2008	14:55	15:15	Internet Booking Test Practice	Beth-annah Daley	Session	View Available Appts
Tuesday 22 Jul 2008	14:50	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Tuesday 22 Jul 2008	15:00	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts
Wednesday 23 Jul 2008	16:00	16:07	Internet Booking Test Practice	Online Booking	Mark Test	View Available Appts
Wednesday 23 Jul 2008	14:20	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Wednesday 23 Jul 2008	14:20	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts
Thursday 24 Jul 2008	14:20	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Thursday 24 Jul 2008	14:20	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts
Friday 25 Jul 2008	14:20	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Friday 25 Jul 2008	14:20	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts
Saturday 26 Jul 2008	14:20	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Saturday 26 Jul 2008	14:20	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts
Monday 28 Jul 2008	14:20	17:50	Internet Booking Test Practice	Miss Alysia Atkinson	Session	View Available Appts
Monday 28 Jul 2008	14:20	17:50	Internet Booking Test Practice	Katie Dowson	Session	View Available Appts

Back

This screen shows details of all the rotas that patients can book into (as specified by the organisation).

The table shows the date an appointment is available, the earliest and latest slot times, as well as the location, clinician and session type.

If the organisation has decided to allow patients to book more than 2 weeks in advance, a drop-down list will be available. Select an option from the list and click 'Show'.

Book Appointment

Available Sessions

This is a list of sessions that have available appointments
Find a session that you would like to book into and click View Available Appts

Show sessions for period | 27 Aug 2008 - 09 Sep 2008 ▾ | Show

| 27 Aug 2008 - 09 Sep 2008 |
| 10 Sep 2008 - 23 Sep 2008 |
| 24 Sep 2008 - 07 Oct 2008 |
| 08 Oct 2008 - 21 Oct 2008 |
| 22 Oct 2008 - 04 Nov 2008 |
| 05 Nov 2008 - 18 Nov 2008 |
| 19 Nov 2008 - 02 Dec 2008 |
| 03 Dec 2008 - 16 Dec 2008 |
| 17 Dec 2008 - 30 Dec 2008 |

Date	Earliest Time	...cation	Clinician	Session Type	View
Wednesday 27 Aug 2008	15:32	...ooking Test	Nicki Grainger	Session	View Available Appts
Wednesday 27 Aug 2008	15:50	...ooking Test	Katie Dowson	Session	View Available Appts

If the organisation has decided to allow patients to book at all sites (i.e. the 'Restrict booking to patient's usual branch' option is not selected on the Organisation Preferences dialog), a drop-down list will be available. Select a site from the list and click 'Show'.

Book Appointment

Available Sessions

This is a list of sessions that have available appointments.
Find a session that you would like to book into and click View Available Appts.

Show sessions for period | 21 Aug 2009 - 03 Sep 2009 ▼ | at | All sites ▼ | Show

All sites
Internet Booking Test Branch
Internet Booking Test Practice

Date	Earliest Time	Latest Time	Locat...		...ession Type	View
Friday 21 Aug 2009	12:45	17:20	Internet Booking Test Branch	BethHannah Daley	Smear Clinic	View Available Appts
Friday 21 Aug 2009	16:15	18:35	Internet Booking Test Practice	Thomas Hardy	Session	View Available Appts

Select the appropriate day/clinician/session and click 'View Available Appts'.

Book Appointment

Available Appointments

This is a list of available appointment times.
Choose a time for your appointment and click Book.
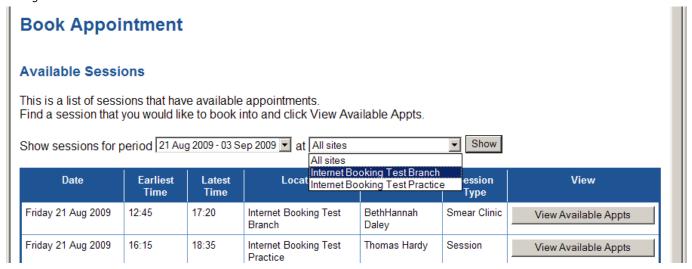
Session for Miss Alysia Atkinson at Internet Booking Test Practice on Tuesday 22 Jul 2008

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
Internet Booking Slot	15:00	15:10	10	Book
Internet Booking Slot	15:10	15:20	10	Book
Slot	15:40	15:50	10	Book
Slot	16:10	16:20	10	Book
Slot	16:20	16:30	10	Book
Slot	16:30	16:40	10	Book
Slot	16:40	16:50	10	Book
Slot	17:00	17:10	10	Book
Same Day Embargo	17:10	17:20	10	Book
Same Day Embargo	17:20	17:30	10	Book
Slot	17:30	17:40	10	Book
Slot	17:40	17:50	10	Book
Slot	17:50	18:00	10	Book

Back

A list of appointments is displayed showing the slot type, start and end time, and duration of the appointment. The number of slots shown will depend the slot types made available by the organisation, how many have already been booked, and how many the organisation has decided the patient should be able to see.
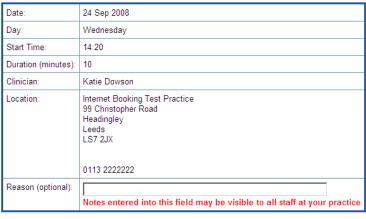
Select the appropriate appointment and click 'Book'.

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Book Appointment

Confirm Appointment Booking

Please confirm that this is the appointment you wish to book.

Date:	24 Sep 2008
Day:	Wednesday
Start Time:	14:20
Duration (minutes):	10
Clinician:	Katie Dowson
Location:	Internet Booking Test Practice 99 Christopher Road Headingley Leeds LS7 2JX 0113 2222222
Reason (optional):	Notes entered into this field may be visible to all staff at your practice

Book Appointment | Cancel

Check the details of the appointment, including the full address of the location. If appropriate, enter details of the complaint or other information, in the 'Reason' field.

To confirm the appointment, click 'Book Appointment'.

To continue without booking the appointment, click 'Cancel'.
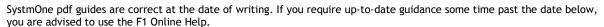
Book Appointment

Confirm Appointment Booking

Appointment Booked: Please remember to bring your medication

Date:	27 Aug 2008
Day:	Wednesday
Start Time:	15:50
Duration (minutes):	10
Clinician:	Dr Alysia Atkinson
Location:	Internet Booking Test Practice 99 Christopher Road Headingley Leeds LS7 2JX 0113 2222222
Reason:	

Print | Back

The appointment is confirmed. To print the details, click 'Print'. Otherwise, click 'Back' or any other menu option.

Viewing and requesting repeat prescriptions

Click the 'Current Prescriptions' link on the Home screen, or the 'Current Prescriptions' button on the main menu bar.

Current Prescriptions

To order prescriptions 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 prescriptions ready for collection.

	Drug	Dosage	Quantity	Last Issued	Status
	co-codamol capsules 8mg+500mg	take 1 or 2 4 times/day	10 capsules	30 Jul 2008	Repeat has already been requested on 27 Aug 2008 15:34.
☐	lansoprazole capsules of enteric coated granules 15mg	take when needed	28 capsules	22 Jul 2008	
	sumatriptan tablets 100mg	take one as directed	6 tablets	22 Jul 2008	Repeat has already been requested on 22 Jul 2008 15:01.

Medication request notes

You can use this field to include notes with your request. If you require a reply from your practice please include contact details.

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

[Request Medication]

[Back]

All current repeat prescriptions are listed with the drug, dosage, quantity, last issued date and status.

Patients can request repeats that have been set up as 'Patient can initiate issues'.

To request a repeat prescription:

1. Select the drug by ticking the box in the left-hand column. If they wish, patients can add a note/comment in the field above the red text. Note that anything written in this field may be visible to all the staff at the organisation. (This field will only be available if the organisation has 'Enable requesting repeat template issues' selected on the Organisation Preferences dialog.)

2. Click 'Request Medication'.

Medication Order Summary

A request has been sent to the practice to re-prescribe the following items. Your prescription will be ready for collection in two working days (after 2pm)

Item	Status
sumatriptan tablets 100mg	Requested

[Return to Current Medication]

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3. The Medication Order Summary is displayed, stating that a request has been sent to the organisation to re-prescribe the item(s). This is followed by the message set up on the 'Repeat Requesting' tab of the 'SystmOnline' page of the Organisation Preferences dialog.

4. Click 'Return to Current Medication' to return to the 'Current Prescriptions' screen where the Status of the drug will show that it has been requested.

Changing passwords

A patient can have a new random password generated when they visit you. See the 'Audit trail/amend or remove registration' section above.

After logging in, however, they can change their random password to a more memorable one. Passwords must be 8 or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'
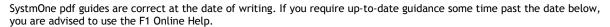
1. Click the 'Change Password' link on the Home screen.

Change Password

Enter you 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 [   ]

Submit

2. Enter the current password.

3. Enter the new password.

4. Re-enter the new password.

5. Click 'Submit'.

6. Patients are advised to memorise the new password, and not to write it down or disclose it to anyone else. The patient may need to wait up to an hour before they can login with their new password.

7. Click 'Back'.

Changing Contact Details

1. Click the 'Change Contact Details' link on the Home screen.

2. Enter the new details then click 'Submit new contact details'.

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Change Contact Details

You can submit a new address, telephone number or email address to your practice using the form below. Your practice may contact you to verify the information.

New address

House number	
House name	
Street name	
Locality	
City/Town	
County	
Postcode	
This is my home address	☑

New telephone number

Home telephone number	
Work telephone number	
Mobile telephone number	
Allow SMS notifications	☑

New email address

Email address	

Submit new contact details

Back

3. A message is displayed showing that the details were sent successfully.

Ask a Question

If patients wish to submit a question to the organisation, they can do so using this option.

1. Click the 'Ask a Question' link on the Home screen.

2. Type the question into the box.

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Ask a Question

Use the form below to submit a question to your practice.

Please enter your preferred contact details below.

Email

Telephone

Submit Question

Help

tpp

3. Enter your preferred contact details so that staff at the organisation know how to respond to your question.

4. Click 'Submit Question'.

5. A message is displayed to confirm that your question was submitted.

Submitting Questionnaires

If patients wish to complete a questionnaire, they can do so.

1. Click 'Questionnaires' on the Main Menu, or click the 'Questionnaires' link on the Home screen.

2. A list of available questionnaires is displayed. Click 'Fill In Questionnaire' next to the appropriate questionnaire.

Questionnaire	Description	Last Completed	
MEJ Stress Questionnaire	MEJ testing questionnaires for SystmOnline	N/A	Fill In Questionnaire
Mikes Online Questionnaire 2	Online questionnaire	N/A	Fill In Questionnaire
Mikes Online Questionnaire 3	Online questionnaire	N/A	Fill In Questionnaire
Mikes Online Questionnaire 4	Online questionnaire	N/A	Fill In Questionnaire

Help

3. The questions are displayed. Select the answer(s) for multiple choice questions, or type into the blank field for free text questions.

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Online questionnaire

1 - Self Online Questionnaire

1.1 - Common Issues

1 - Questions on day to day activities.

2 - Can you perform general housework?
- ○ 1 - Yes
- ○ 2 - No

3 - Can you get up and down stairs?
- ○ 1 - Yes
- ○ 2 - No

4 - How often do you fall?
- ○ 1 - 10+ times a day
- ○ 2 - 5-10 times a day
- ○ 3 - 1-5 times a day
- ○ 4 - Never

___

1.2 - Common questions con'd........

5 - Which of these do you need help with?
- ☐ 1 - Shopping
- ☐ 2 - Driving
- ☐ 3 - Cooking

6 - List anything else not shown above

7 - Any further comments

Submit | Print

4. When all of the questions have been answered, to print the questionnaire, click 'Print'.

5. When ready to send the questionnaire to the practice, click 'Submit'.

6. A message is displayed stating that the questionnaire has been sent.

Your answers have been sent to your practice.

They will be reviewed by a member of staff before being added to your record.

Getting Help

To see instructions on how to use SystmOnline, do one of the following:

a. Click the 'Help' link on the home page.

b. Click 'Help' at the bottom right of any other screen.

c. Click 'Help' in the menu bar at the top of the screen.

Logging out

To logout, click the 'Logout' link on the Home screen or the 'Logout' button on the main menu bar.

Note that the website will automatically log out after a period of inactivity. Enter user name and password to re-enter the site.

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Self Registration

Prospective patients wishing to self register need to click 'Register with this practice' on the login screen.

They will then be presented with a form to fill in.

A random verification code is displayed against coloured blocks. This code must be entered in the field below.

The registration form must then be completed. The fields marked '*This is a required field' are mandatory. This should all be information the patient has to hand, such as their date of birth and address.

They may also complete the non-mandatory fields, such as correspondence address, NHS Number and ethnicity.

To return to the login screen without self registering, click 'Back'.

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To complete the registration click 'Submit'. If any mandatory fields have been left blank or any information entered incorrectly (e.g. dates in the wrong format), they will be flagged and the patient must enter a new verification code at the top of the screen, ensure all fields are correctly completed and click 'Submit' again.

If the organisation has decided that a GMS1 form should be available the patient will see the following screen:

To go to the GMS1 form, click the button.

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GMS1 Registration Form

Complete the form below and then print it using the print button at the buttom of the screen. Sign the relevant parts and then post it to the practice. The address is on practice's website.

Patient's details

Title	▾
Forename	Beth
Surname	Daley
Previous Surname	
Date of birth (DD/MM/YYYY)	09/02/1980
Gender	Female ▾
Place of birth	Bolton
NHS Number	

Current address

House number	
House name	Mill House
Road	Troy Road
Town	Horsforth
Postcode	LS18 5TN
Telephone number	0113 20 500 80

Help trace your previous medical records by providing the following information

The GMS1 Registration form is displayed, pre-populated with the information previously entered.

At the foot of the page, click 'Print' to print the form.

Usage and Privacy Policies

If you have concerns about the way a patient is using the online service, you may revoke their log-in details (you can re-instate them later if appropriate). If/when you do this is up to you. However, the following Usage Policy has been included on the site to warn patients that abuse of the service will not be tolerated:

Please use this service responsibly. In the case of any abuse of the service, your GP practice can revoke your log-in details, stopping you accessing the service. Examples of irresponsible use of the system may include, but are not limited to:

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i. *registering at a GP practice when you have no intention of using it as your usual GP practice*
ii. *registering at a GP practice outside your catchment area*
iii. *booking appointments you have no intention of attending*
iv. *repeatedly booking and then cancelling appointments*
v. *repeatedly requesting prescriptions that you do not need*

Some patients may be concerned about the use of personal information entered on the site. To this end, the site includes a Privacy Policy as follows:

TPP is committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at your GP practice - i.e. those managing appointment booking, repeat prescribing and patient registration. Your personal information will not be shared with any third parties. Your personal information will not be sold to any third parties.

How does the organisation find out what patients have requested online?

Booked appointments

Appointments booked online will be shown as booked slots on the Appointments Overview or Ledger. The slot will have an 'SystmOnline Appointment' flag. All the usual actions will be available for dealing with this appointment.

Cancelled appointments

Cancelled appointments will be removed from the Appointments Overview or Ledger. In addition, an 'SystmOnline Booking Cancelled' Task will be created, showing that the patient has cancelled the appointment. The Task also includes the appointment start time and date, duration of appointment, date the appointment was booked and the staff member.

To remove the Task from the Task List, change the status to 'Completed'.

Repeat Requests

A 'SystmOnline Repeat Request' Task will be created, showing the drug, dose and quantity that the patient has requested, and their email address.
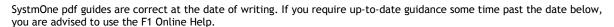
To action the Task, double-click on it, or right-click and select 'Action' or click the 'Action the selected Task(s)' button on the tool bar.

The patient record is retrieved and the following message displayed: 'The patient has requested the following repeat prescriptions: [DRUG] Do you wish to issue them? Note that if you choose to issue them manually and save the patient record then the prescription request task will be marked as complete.'

Click one of the following:

a. Issue all – the Patient Specific Warnings dialog is displayed. Consider the warnings and if appropriate, click 'Proceed'. The Repeat Prescription screen is displayed, showing all the patient's other current repeat templates, giving you the opportunity to issue any that may also be required. Process as usual and save the patient record. The Task will be marked as 'Completed'.

b. Issue manually – the Repeat Prescription screen is displayed, showing all the patient's current repeat templates. Process as usual and save the patient record. The Task will be marked as 'Completed'.

c. Cancel – closes the dialog and discards the patient record. The Task will remain on the Task List.

Note: if the patient has requested repeat templates which have subsequently been marked in error, the Task will be completed but no repeats will be issued.

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Self Registration

A 'SystmOnline Self Registration' Task is created, showing the patient's name, date of birth, telephone number and IP address* , GMS status and Acceptance type (if the patient selected 'Yes' to 'Have you got an NHS Medical Card (GMS1)?').

To action the Task, double-click on it, or right-click and select 'Action' or click the 'Action the selected Task(s)' button on the tool bar. Then:

1. The patient record is opened. Select 'Patient>Patient Maintenance>Patient Care (IOS)' from the Main Menu.
2. Select a 'Registered GP' from the drop-down list.
3. Select a 'Usual GP' from the drop-down list.
4. Click 'Save'.
5. Save the patient record.

Note that if the patient record is discarded before step 5 above, the registration will not take place, but the Task will be marked as 'Completed'. If this happens, users may wish to find the patient's telephone number in the original Task and contact them.

New Contact Details

A 'SystmOnline New Contact Details' Task is created, showing the patient's new details.

To action the Task:

1. Select 'Workflow>Task List from the Main Menu.

2. Select the Task, then double-click on it, or right-click and select 'Action' or click the 'Action the selected Task(s)' button on the tool bar.

3. If the new details include a new address, the 'New Address' dialog is displayed. Check the details and amend if necessary. Click 'Ok'.

If the new address includes invalid details, e.g. an unknown postcode, you will be prompted to enter the address manually. The 'New Address' dialog is displayed. Enter the details and click 'Ok'.

4. You will then be prompted to save all changes, including any email and phone number changes.

Do one of the following:

a. Click 'Save' to save the changes and action the Task.

b. Click 'Reject Changes' to action the Task without saving the changes.

c. Click 'Cancel' to return the Task to the Task List without taking any action.

Submitted Questions

A 'SystmOnline Patient Question' Task is created, showing the patient's question and the contact details they want you to use to respond to them.

To action the Task:

1. Select 'Workflow>Task List from the Main Menu.

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*The IP Address may be useful if you suspect that the service is being abused - you will be able to see for example that a number of self registrations are being performed from the same IP Address.

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2. Select the Task, then double-click on it, or right-click and select 'Action' or click the 'Action the selected Task(s)' button on the tool bar.

3. The following question is displayed: 'Do you want to add the patient's question to the patient's record?' Click 'Yes' or 'No' as appropriate. If you click 'Yes', the 'Additional Notes' dialog is displayed. Enter any additional notes and click 'Ok'.

Completed Questionnaires

A 'SystmOnline Questionnaire Completed' Task is created stating the name of the questionnaire that has been completed.

To action the Task:

1. Select 'Workflow>Task List from the Main Menu.

2. Select the Task, then double-click on it, or right-click and select 'Action' or click the 'Action the selected Task(s)' button on the tool bar.

3. The questionnaire dialog is displayed showing you the answers that the patient selected and the associated Read codes.

4. Do one of the following:

a. Click 'File To Record'. The message 'This will lock this questionnaire and prevent any future changing of answers by any user. Do you want to continue?' is displayed. Click 'Yes'. The 'Linked Item Derivation' dialog is displayed showing the Read codes that will be added to the record. De-select any you do not wish to save, then click 'Add Checked To Record'. Click 'Yes' to confirm. The Task will be marked as 'Completed'.

b. Click 'Discard'. Click 'Yes' to confirm. The Task will be marked as 'Completed'. No questionnaire answers or associated Read codes will be saved to the record.

c. Click 'Cancel'. Return to the Task List screen without actioning the Task.

What does this cost the organisation?

Use of this service is free of charge to both organisations and patients.

Any costs incurred in adding the link to the organisation website, or in marketing the service to patients, are the organisation's responsibility.

Security and availability

The booking website is available 24 hours a day, 7 days a week, 365 days a year. As with all websites, there may, however, from time to time be short periods when it is not available in order to carry out essential maintenance. TPP anticipates this will be a rare occurrence.

The website is simple and small meaning that most patients will have no trouble loading the page, whatever their internet provider, PC spec, or bandwidth.

The SystmOnline service has been fully tested by TPP, CSC and CFH, and has been accredited. As such, it is fully secure.

Troubleshooting

If a patient contacts you to say that they are having difficulty logging in to SystmOne, make the following checks:

1. Did the patient wait at least one hour since obtaining their SystmOnline username and password before trying to log in?

2. After the SystmOnline username and password were created, was the patient record saved? To check this:

a. retrieve the patient record

b. go to the Administrative tree

c. select the 'SystmOnline' node

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d. check the following options are displayed: 'View Audit Trail', 'Amend Registration', 'Remove Registration'. If they are not, it means that the patient's record was not saved.

3. Is the patient's password eight characters long and does it contain at least one number and one non-alphanumeric character? (e.g. password5% or 2opensesame!)

If the patient's password has already been reset several times and they are still unable to log in, call TPP on 0113 2050080 for advice.