**SystmOnline Access - Application to Open an Account and Our Practice Guidance**

Dear Patient,

Before you begin to use SystmOnlinewe would appreciate it if you could read the following guidance regarding the usage of your account. Please retain the first 2 pages, as they give you guidance on using the service for this practice. Please complete the 3rd page and return it to reception to allow us to create an account for you.

Anyone signing up for an online account will need to provide photographic evidence of identity for security, and an email address to enable you to change your password.

The practice will record the email address that you provide securely and may use it to contact you for information that is of relevance to you i.e. vaccination campaigns, practice newsletters.

**ONLINE BOOKING OF APPOINTMENTS**

Patients are able to book face to face consultations with their GP online. These appointments are available up to 4 weeks in advance. **Please be aware that you can only have 1 future appointment booked at any one time.**

**REPEAT PRESCRIPTIONS**

Please be aware that you can only request medication that appears on your repeat slip. If it is an item of medication that you have not had for some time, you may find that it is unavailable to request on line. In such instances please contact the surgery as before.

**Over Usage**

All requests for medication must still be authorised by your doctor. If they feel that you may be over using a particular medication, they may not process your request. In such cases a message will be left in reception and given to you when you come to collect your prescription.

**Time Scales**

The 48-hour turn around for paper prescription requests applies to all medication requested on line. However, please be aware that once your request has been processed by reception, and marked as such in SystmOnline, you will need to allow 24 hours for it to be reviewed and signed by your doctor. The “processed” marked in SystmOnline does not mean it is necessarily in reception ready to be collected.

**Under 16’s**

If you have a child/children under 16, you can request to access an account for them via your own account.

Please be aware that they will need to re-register with their own account once they reach 16. Over the age of 16, confidentiality rules prevent anyone other than the named user accessing an account. Access to the account will cease automatically when the patient reaches the age of 16.

Online Services can be accessed via our website – [www.stlukesprimarycarecentre.co.uk](http://www.stlukesprimarycarecentre.co.uk) and then by selecting the “online Services” tab or by clicking on the blue S

To the SystmOnline Account Manager

I have understood and will adhere to the Practice Guidance for the use of SystmOnline. I understand that failure on my part to adhere to the guidance may result in my account being terminated. I understand that this will in no way affect my registration at the Practice.

|  |  |
| --- | --- |
| **NAME** |  |
| **DOB** |  |
| **1st LINE OF ADDRESS** |  |
| **CONTACT NUMBER** |  |
| **EMAIL (please write clearly)** |  |

SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I would like to create an account for the following children (UNDER 16’s ONLY):**

|  |  |  |
| --- | --- | --- |
| **NAME** | **DOB** | **RELATIONSHIP (parent / carer only)** |
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|  |  |  |
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| --- | --- |
| **RECEPTION USE ONLY –** **please confirm which ID was provided (for parent only)** | |
|  | RECEPTIONIST NAME |
| Driving Licence |  |
| Passport |  |
| Vouched for |  |
| Bus Pass |  |

Ver- Jan 17