

Patient Information Leaflet

The Adam Practice

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THE ADAM PRACTICE

Online Services



FOR PRACTICE NEWS & INFORMATION

www.adampractice.co.uk

SYSTEMONLINE gives you as a patient, easier access to your GP and medical data, allowing you to conveniently manage your healthcare. Through SystemOnline you are able to:

- **Request repeat medication**
- **Book / Cancel appointments**
- **View medical records**
- **View test results**
- **Update your contact details**

REQUESTING MEDICATION

Manage your prescriptions quickly and efficiently! With SystemOnline, you can request your medication from your computer, tablet or mobile phone 24 hours a day, 7 days a week. Please note: the practice will still require 2 working days to process your request.

APPOINTMENTS

Book, cancel or check the time of your GP appointment at your convenience—without queuing at the surgery or on the telephone!

MEDICAL RECORDS & TEST RESULTS

With SystemOnline, you can view your medical records from the comfort of your own home.

UPDATE CONTACT DETAILS

Changed your phone number, or moved house? You can now update your personal contact details via SystemOnline.

ACCESS TO SYSTEMONLINE

Access will be granted to adults aged 16 and over, and to those with parental responsibility for children under the age of 12 years.

REGISTERING FOR SYSTMONLINE

Patients must request their online details in person.

Registration details must be collected from the surgery in person. Upon collecting your online details, patients must provide **Photographic ID** (Passport / Driving Licence).

DATA PROTECTION / PATIENT CONFIDENTIALITY

Due to patient confidentiality, we are unable to send registration details via email. If you are unable to collect your details from the surgery yourself, you may appoint someone to collect these on your behalf. A signed letter of consent will need to be shown to a member of staff before details are given to a third party. Please note: Photographic ID for both parties will need to be shown upon collection.

ACCESS TO SYSTMONLINE FOR CHILDREN

Due to patient/doctor confidentiality, those with parental responsibility of patients aged between 12 and 16 will not be granted access to this service. If already registered, once a child reaches the age of 12, their access to SystmOnline will automatically be removed by the system.

Children over the age of 12 are generally considered to have the capacity to give or withhold consent to release medical records. Where the child is considered to be capable, then their consent must be sought and discussed with their usual GP before information is given to a third party.

For further information regarding this, please ask at reception. Or visit NSPCC website:

http://www.nspcc.org.uk/inform/research/questions/gillick_wda61289.html

(PTO)

PARENTAL ACCESS TO A CHILDS ACCOUNT

Patients with parental responsibility for children under the age of 12 years will be able to access their child's SystmOnline account via their own login. When you register for this service you will only be issued with one username and password, which will be under your own name.

Please note: Your child's details will not automatically appear on your own account. You will need to request this following the normal registration procedure.

ACCESS FOR PATIENTS AGED 12-16 YEARS

Patients and parents of patients aged 12-16 years can request their repeat medication in the usual way.

Booking/Cancelling appointments will need to be done via the telephone or in person.

SYSTEMONLINE—APP

Manage your appointments and medication requests anywhere, anytime by downloading the SystmOnline App.



NEED HELP?

Visit the link below for an easy to follow guide to using SystmOnline:
<https://systmonline.tpp-uk.com/help/help.html>

The content provided in this leaflet is for information purposes only.. Information obtained in this leaflet is subject to personal interpretation and can become obsolete, thus accuracy cannot be guaranteed. Please consult your own healthcare provider regarding any medical issues. Last updated May 2017