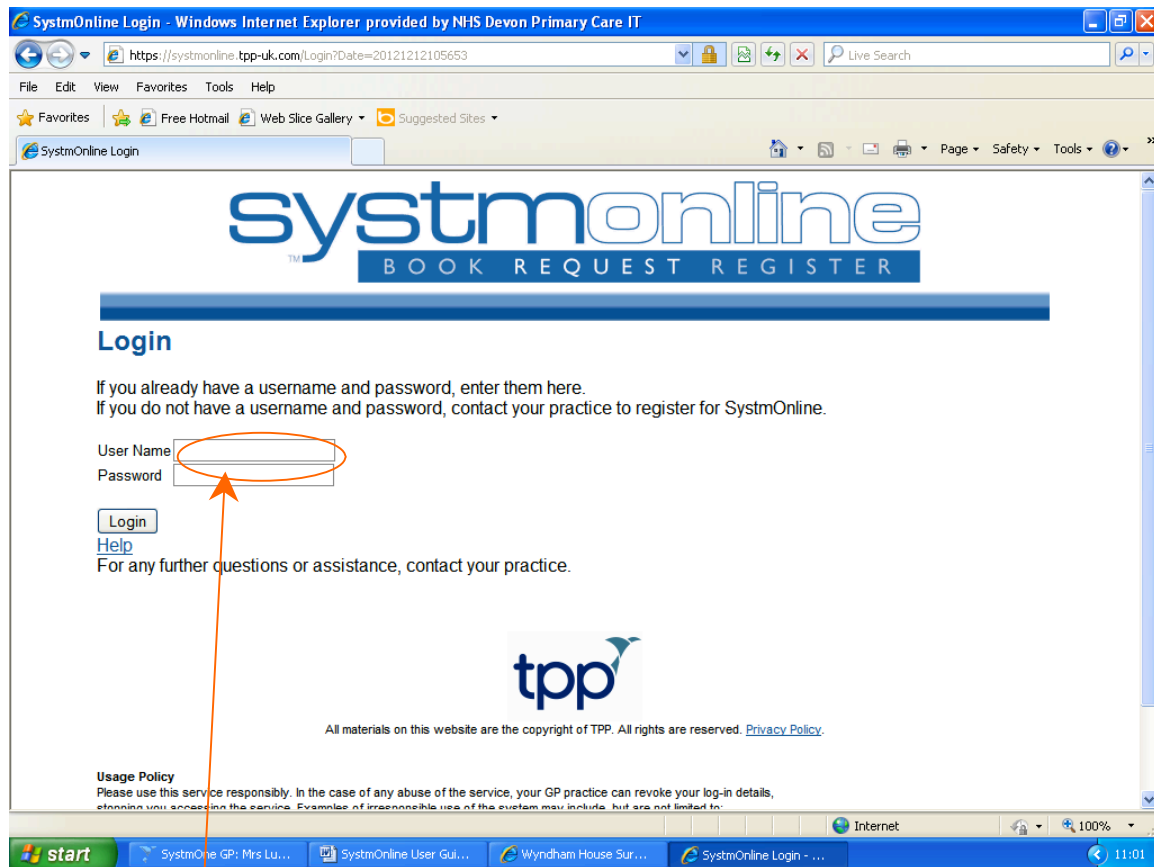


A Simple Guide to SystmOnline for Patients of Wyndham House Surgery

1. Collect your username and password from the surgery – you will need some form of photo ID, but you can collect usernames and passwords for other people who you normally order repeat prescriptions for online (ie. children under your care or other people you care for). Your username will be your name followed by your date of birth as 6 numbers and your password will be eight characters with at least one number and symbol.
2. 24 hours later logon to www.wyndhamhousesurgery.co.uk and follow the link to the new repeat system. You will get to this screen:



3. **Login here** using the details given to you – being careful to type the password and username correctly, and ensuring that the Caps Lock button is not on.

If you log on too early or get something wrong it will look like this:

systmonline
BOOK REQUEST REGISTER

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

User Name

Password

[Login](#)

[Help](#)

For any further questions or assistance, contact your practice.

Invalid username or password

tpp

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Usage Policy
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:

- 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

If you've done it right this screen will open up:

systmonline
BOOK REQUEST REGISTER

Home	Past Appointments	Future Appointments	Book Appointment	Current Prescriptions	Questionnaires	Help	Logout
Miss Golden Girl Phoenix Patient 1 Troy Road Horsforth Leeds LS18 5TN		Wyndham House Surgery Fore Street Silverton Exeter Devon EX5 4HZ		General: 01392 860034			

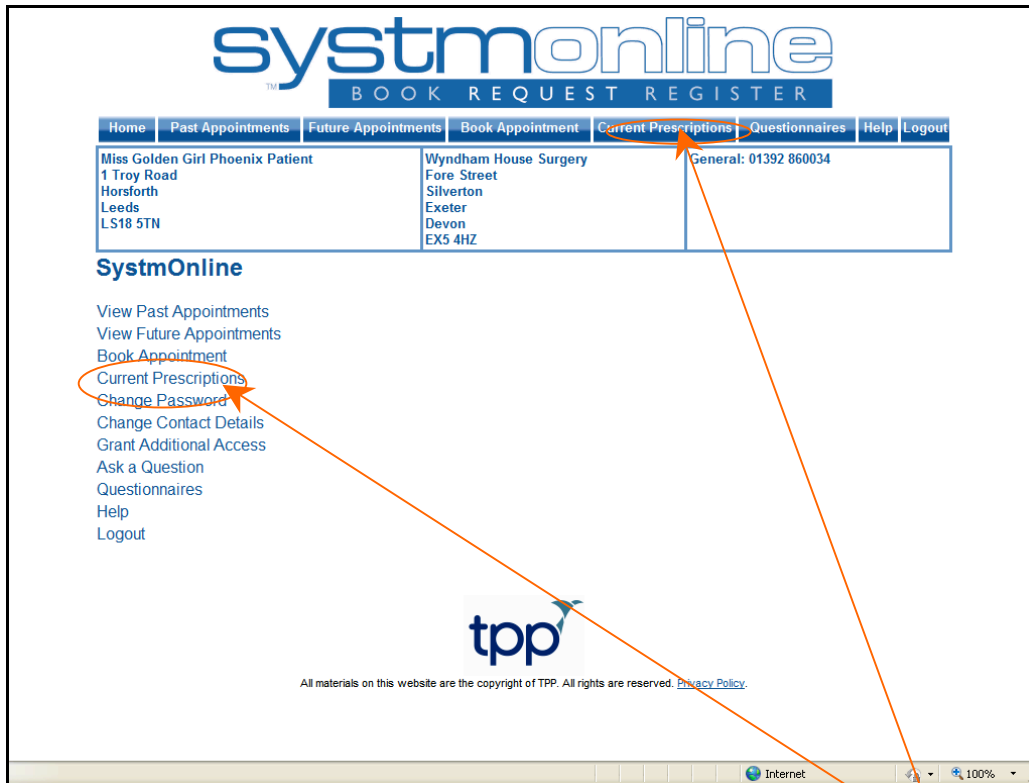
SystmOnline

- [View Past Appointments](#)
- [View Future Appointments](#)
- [Book Appointment](#)
- [Current Prescriptions](#)
- [Change Password](#)
- [Change Contact Details](#)
- [Grant Additional Access](#)
- [Ask a Question](#)
- [Questionnaires](#)
- [Help](#)
- [Logout](#)

tpp

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If this is the first time you have logged into SystmOnline you should **change your password**. This must be 8 characters or more, and contain at least one number and one symbol (eg. %, *, !, ?).




4. There are 2 menus and 2 ways to get to your **repeat prescriptions**.

5. Click on either of these links and this screen should appear:

The screenshot shows the 'Current Prescriptions' page. At the top is the same navigation bar as the homepage. Below it is the same patient information box. The main heading is 'Current Prescriptions'. Below this is a paragraph of instructions: '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.' This is followed by another paragraph: 'Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.' Below this is a table with columns: Drug, Dosage, Quantity, Last Issued, and Status. The table contains three rows of medication data. Below the table is a section titled 'Medication request notes' with a text area and a warning: 'Notes entered into this field may be visible to all staff at your practice'. At the bottom are two buttons: 'Request Medication' and 'Back'.

Drug	Dosage	Quantity	Last Issued	Status
<input type="checkbox"/> Diprbase cream (Merck Sharp & Dohme Ltd)	apply as needed	1 x500 g (dispenser)	31 Aug 2011	5 refill remaining.
<input type="checkbox"/> Flucloxacillin 250mg capsules (Teva UK Ltd)	take one 4 times/day	28 capsules	04 Aug 2011	5 refill remaining.
<input type="checkbox"/> Paracetamol 250mg orodispersible tablets sugar free	use as directed	12 tablet(s)	18 Mar 2011	5 refill remaining.



BOOK REQUEST REGISTER

[Home](#)
[Past Appointments](#)
[Future Appointments](#)
[Book Appointment](#)
[Current Prescriptions](#)
[Questionnaires](#)
[Help](#)
[Logout](#)

Miss Golden Girl Phoenix Patient
 1 Troy Road
 Horsforth
 Leeds
 LS18 5TN

Wyndham House Surgery
 Fore Street
 Silverton
 Exeter
 Devon
 EX5 4HZ

General: 01392 860034

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
<input type="checkbox"/>	Diprobace cream (Merck Sharp & Dohme Ltd)	apply as needed	1 x500 g (dispenser)	31 Aug 2011	5 refill remaining.
<input type="checkbox"/>	Flucloxacillin 250mg capsules (Teva UK Ltd)	take one 4 times/day	28 capsules	04 Aug 2011	5 refill remaining.
<input type="checkbox"/>	Paracetamol 250mg orodispersible tablets sugar free	use as directed	12 tablet(s)	18 Mar 2011	5 refill remaining.

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 (please check with your practice regarding their policy on contacting patients).


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

Request Medication

Back

6. **Tick what you want** on your repeat list and press the button marked Request Medication at the bottom of the page – you may need to scroll down to see it.

7. A **confirmation screen** (Medication Order Summary) will be visible if your request has gone through, which you can print out if you wish:



BOOK REQUEST REGISTER

[Home](#)
[Past Appointments](#)
[Future Appointments](#)
[Book Appointment](#)
[Current Prescriptions](#)
[Questionnaires](#)
[Help](#)
[Logout](#)

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General: 01392 860034

Medication Order Summary

A request was sent to the practice to re-prescribe the following items on 12 Dec 2012 11:28

Your prescription will be ready for collection in two working days. The dispensary is open from 9am to 12noon and from 2:30pm to 6pm (Mon-Thurs), 5pm (Fri).

Item	Status
Flucloxacillin 250mg capsules (Teva UK Ltd)	Requested
Diprobace cream (Merck Sharp & Dohme Ltd)	Requested
Paracetamol 250mg orodispersible tablets sugar free	Requested


Medication request notes

Test

Print Confirmation

Return to Current Medication

[Help](#)



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8. If at stage 6 you have a list of medication where you **cannot tick some or any boxes** (see below), **then type a note into the Medication Request Notes** box below the drug list. This should be sent in the same way, and a confirmation window will appear as before.

systemonline
BOOK REQUEST REGISTER

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

Miss Golden Girl Phoenix Patient
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LS18 5TN

Wyndham House Surgery
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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
<input type="checkbox"/>	Diprobase cream (Merck Sharp & Dohme Ltd)	apply as needed	1 x500 g (dispenser)	12 Dec 2012	Medication needs reviewing by GP before it can be requested.
<input type="checkbox"/>	Flucloxacillin 250mg capsules (Teva UK Ltd)	take one 4 times/day	28 capsules	12 Dec 2012	4 refill remaining.
<input type="checkbox"/>	Paracetamol 250mg orodispersible tablets sugar free	use as directed	12 tablet(s)	18 Mar 2011	Repeat has already been requested on 12 Dec 2012 11:28.

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 (please check with your practice regarding their policy on contacting patients).

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

Request Medication

9. Please **Log Out** when you've finished – using the Logout button or tab to ensure you leave the system properly. Any changes you have made (eg. changing passwords), will not be remembered unless you log out properly.

systemonline
BOOK REQUEST REGISTER

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

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SystemOnline

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

tpp

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10. There are several **other features** of our new system. You can see your **past and future appointments** and you can now **book some appointments online**:

The screenshot shows the 'systemonline' website with the 'BOOK REQUEST REGISTER' header. The navigation bar includes links for Home, Past Appointments, Future Appointments, Book Appointment, Current Prescriptions, Questionnaires, Help, and Logout. The patient details section shows:

Miss Golden Girl Phoenix Patient 1 Troy Road Horsforth Leeds LS18 5TN	Wyndham House Surgery Fore Street Silverton Exeter Devon EX5 4HZ	General: 01392 860034
---	---	-----------------------

Below the patient details is the 'Book Appointment' section, which includes 'Available Sessions'. A note states: '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.' There is a dropdown menu for 'Show sessions for period' set to '12 Dec 2012 - 25 Dec 2012' and a 'Show' button.

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View
Thursday 13 Dec 2012	10:40	10:40	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts
Thursday 13 Dec 2012	15:50	16:20	Wyndham House Surgery	Dr. Nicholas Keysell	Session	View Available Appts
Friday 14 Dec 2012	10:10	10:10	Wyndham House Surgery	Dr. Nicholas Keysell	Session	View Available Appts
Monday 17 Dec 2012	09:10	09:40	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts
Monday 17 Dec 2012	15:10	15:10	Wyndham House Surgery	Dr Emma Ziegler	Session	View Available Appts
Monday 17 Dec 2012	15:30	16:00	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts
Tuesday 18 Dec 2012	09:10	10:10	Wyndham House Surgery	Dr. Nicholas Keysell	Session	View Available Appts
Tuesday 18 Dec 2012	09:00	09:20	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts
Tuesday 18 Dec 2012	14:45	15:20	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts
Tuesday 18 Dec 2012	15:10	15:50	Wyndham House Surgery	Dr. Nicholas Keysell	Session	View Available Appts
Wednesday 19 Dec 2012	09:00	09:20	Wyndham House Surgery	Dr. Nicholas Keysell	Session	View Available Appts
Wednesday 19 Dec 2012	15:20	16:20	Wyndham House Surgery	Dr Anthony O'Brien	Session	View Available Appts

We hope this document has been useful to you. Please let us know what you think of the system and if you have any queries please contact us via the Wyndham House Surgery website (<http://www.wyndhamhousesurgery.co.uk/>) or phone us on 01392 860034.