



**Harcourt**  
Medical Centre

[www.harcourtmedical.co.uk](http://www.harcourtmedical.co.uk)

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Online Services – a step-by-step guide.

## **Part 1 – Login**

### **New users:**

You will need to obtain a username and password from reception. You cannot register for this service online because your identity needs to be verified.

### **Patients with EMISaccess login details:**

You can use your EMISaccess login details to log in to SystmOnline, without needing to visit the practice to be provided with a user name and password.

**HOWEVER** if your EMISaccess password is less than eight characters long you will not be able to use it on SystmOnline. In this case, you will need to visit your practice to set up your login details.

Your SystmOnline user name will be: 'AccessID\_535'.

Your password remains the same.

**Example:** Fred Bloggs has an EMISaccess login. His Access ID is '1000', and his password is 'myragdoll'. On SystmOnline his user name will therefore be '1000\_535' and his password will be 'myragdoll'.

As SystmOnline has stricter password requirements than EMISaccess, you are encouraged to change your password the first time you log in so that it is at least eight characters and includes at least one number and one non-alphanumeric character, e.g. '!' or '?'

## **Part 1: Accessing the SystmOnline service**

To access the service you can either follow the link found on the practice website at: [www.harcourtmedical.co.uk](http://www.harcourtmedical.co.uk) (follow the prescriptions link)

**OR** Go directly to: <https://systmonline.tpp-uk.com>

The login screen should appear like this:



### **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

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For any further questions or assistance, contact your practice.



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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

Enter your User Name and Password here, the following screen should then appear offering you the following options:

### **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](#)

**You have now successfully logged onto the system**

## **Part 2: Prescribing**

By following the link 'current prescriptions' you will be taken to a list of medication your GP has added as a repeat prescription (one-off items such as antibiotics will not be listed):

### **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 checked="" type="checkbox"/> Omeprazole 40mg gastro-resistant capsules	MANE FOR STOMACH	56 capsule - 40 mg	30 Aug 2012	Due for review on 04 Mar 2013.
<input type="checkbox"/> Simvastatin 40mg tablets	ON FOR CHOLESTEROL	2*28 tablet - 40 mg	30 Oct 2012	Cannot order medication until 14 day(s) before it's due.

#### **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).

Please pass to Rowlands Pharmacy Harcourt

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

Request Medication

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### **Choosing the medication you need:**

From this screen you can select the medications you require by checking the box adjacent to the item you require (for example one item has been selected here – Omeprazole 40mg capsules). Click 'Request Medication' to order the items.

### **Medication request notes:**

You can also request your medication is passed to a pharmacy of your choice\* for dispensing. In the example above a request has been made to pass the prescription to Rowlands pharmacy at the surgery.

NB Leaving the medication request note box empty will mean your prescription will be stored at reception for collection in two working days.

### **Special notes:**

You can order a repeat prescription 14 days in advance of when it is due.

Medications need to be re-authorised periodically by your GP, if the status of the medication you require is overdue you will not be able to

request the item. In this case either contact the surgery to ask if the medication can be re-authorised or make an appointment to see your GP

*\*Pharmacies offering this service include Rowlands (Harcourt, Castle Street and Bemerton Heath branches), Bishopdown Farm Pharmacy, Boots, Tesco (Southampton road), Three Swans.*

Once requested you will be taken to a confirmation screen which will summarise your request, for example:

### Medication Order Summary

A request was sent to the practice to re-prescribe the following items on 30 Oct 2012 17:21

Your prescription will be ready for collection in two working days (after 2pm)

Item	Status
Omeprazole 40mg gastro-resistant capsules	Requested

### Medication request notes

Please pass to Rowlands Pharmacy Harcourt

[Print Confirmation](#)

[Return to Current Medication](#)

[Help](#)

The confirmation can be printed for your records.

## Part 3: Booking appointments

By following the link 'Book Appointment' you will be taken to a list of prebookable appointments available with **your GP**.

In the example below the patient is registered with Dr Timothy Markey, a list of available appointments by date and time is displayed.

### 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
Friday 26 Oct 2012	08:00	08:00	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Tuesday 30 Oct 2012	09:00	09:10	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Tuesday 30 Oct 2012	15:30	15:40	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Wednesday 31 Oct 2012	08:30	08:40	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Wednesday 31 Oct 2012	15:40	15:40	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Thursday 01 Nov 2012	07:15	07:30	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Thursday 01 Nov 2012	08:30	08:40	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>
Friday 02 Nov 2012	08:00	08:10	Harcourt Medical Centre	Dr Timothy Markey	GP Clinic	<a href="#">View Available Appts</a>

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Selecting a date (Friday 26 October 2012 selected) brings up a list of appointments you can book. Simply click 'Book' to make your appointment.

### Available Appointments

This is a list of available appointment times.

Choose a time for your appointment and click Book.

#### Session for Dr Timothy Markey at Harcourt Medical Centre on Friday 26 Oct 2012

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
Prebookable	08:00	08:10	10	<a href="#">Book</a>

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You can also use this area of the website to cancel appointments

Due to the differing times the nursing team require with patients (e.g. a leg ulcer dressing will take more time than a blood pressure check) we are not currently offering Nursing appointments online.

**If you require any additional help please speak to a member of the reception team**