

# SYSTEMONLINE - GUIDANCE FOR PATIENTS

Park Surgery is pleased to offer you the facility to use 'SystemOnline' which provides internet services for all patients.

- View, book or cancel nurse appointments
- View a list of your current medication and send repeat prescription requests.
- Summary record
- Accessing your full medical record
- Fill in health questionnaires
- Change your contact details

## Appointments

It is currently only possible to book a single nurse appointment via the online system; please continue to contact reception other appointments. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery.

Please cancel via either the online facility or be telephoning reception. (Failure to cancel 2 online appointments will result in your online account being removed).

## Repeat Prescriptions

We require 5 working days to process requests (this increases to 7 working days if your prescriptions are sent to a pharmacy).

## Accessing full medical record

From 1 April patients are entitled to ask for access to their full medical record. This will show them;

Correspondance

Consultations

Coded entries in their journal

BP results

Diagnoses

Pathology requests and results – which will show drs comments

Problems and referrals (not the letter though)

Care Plans

Vaccinations

Recalls

## Registering

If you would like to register for our online services, please complete the 'SystemOnline Application Form' attached to this sheet.

Please return it to the practice **in person** with **photographic proof of identification** e.g. passport or driving licence. To ensure confidentiality we are only able to accept registrations in person - i.e. you cannot give your details to anyone else to register for you.

## PHARMACY PRESCRIPTION COLLECTION SERVICE

Did you know that you can arrange to collect your prescription at a pharmacy of your choice, rather than coming into the surgery? Local pharmacies will come and collect prescriptions directly from us – saving you a trip to the surgery!

To sign up, most pharmacies will ask you to visit them to complete a registration form for this service – they will then send the details to us so that we can amend your records accordingly.

We have listed the contact details of some of the local pharmacies in the area for your information (these are listed in the order of nearest to furthest distance from Park Surgery):

<p><b>Day Lewis Pharmacy</b> Park Surgery Albion Way Horsham West Sussex RH12 1BG <b>Tel: 01403 263395</b></p>	<p><b>Superdrug Pharmacy</b> 35-37 Swan Walk Horsham West Sussex RH12 1HQ <b>Tel: 01403 253567</b></p>
<p><b>Boots Pharmacy</b> 1 Swan Walk Horsham West Sussex RH12 1HQ <b>Tel: 01403 253053</b></p>	<p><b>Sainsburys Pharmacy</b> 7 Worthing Road Horsham West Sussex RH12 1SQ <b>Tel: 01403 254430</b></p>
<p><b>Nories Pharmacy</b> 23 Oakhill Road Horsham West Sussex RH13 5SD <b>Tel: 01403 265671</b></p>	<p><b>Roffey Chemist</b> 10 Fitzalan Road Roffey West Sussex RH13 6AA <b>Tel: 01403 259417</b></p>
<p><b>Day Lewis Denne Pharmacy</b> Unit 3-4 Shopping Precinct North Heath Lane Horsham, West Sussex RH12 5PJ <b>Tel: 01403 253943</b></p>	<p><b>Tesco Pharmacy</b> Tesco Store Wickhurst Lane Broadbridge Heath RH12 3YU <b>Tel: 01403 342847</b></p>
<p><b>Boots Pharmacy Holbrook</b> Unit 2, Chennels Brook 17 Bartholomew Way Horsham West Sussex RH12 5JL <b>Tel: 01403 272518</b></p>	<p><b>Boots Pharmacy Southwater</b> Unit 2 Lintot Square Fairbank Rd Southwater Horsham RH13 9LA <b>Tel: 01403 730496</b></p>
<p><b>Rudgwick Pharmacy</b> 22 Martlet Court Church Street Rudgwick RH12 3GF <b>Tel: 01403 823791</b></p>	

## PARK SURGERY - SYSTMONLINE ENHANCED APPLICATION FORM

You need to bring along some **photographic proof of identification** to become registered.  
To ensure confidentiality we are only able to accept registrations in person.

Name..... Date of Birth.....

Email address..... Mobile Number .....

**I wish to have access to the following online services (please tick all that apply):**

- Booking nurse appointments
- Requesting repeat prescriptions
- Summary record
- Accessing my detailed coded medical record
- Accessing my full medical record (please note by ticking this option, you will not be able to see any historical data – even if you previously had access to your detailed coded record)

**I wish to access my medical record online and understand and agree with each statement (tick)**

- I consent to receiving patient relevant information via email and SMS text messaging
- I have read and understood the information leaflet provided by the practice
- I will be responsible for the security of the information that I see or download
- If I choose to share my information with anyone else, this is at my own risk
- If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible
- If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible
- If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.

Signed..... Date.....

### For Practice use only

**ID verification will be required if patients are registering for online services for the first time**

- Photo ID  Please state type of ID given
- Vouching with information in record
- Vouching

Identity verified by: