

SystemOnline Patient Handbook

Ordering Medication, Booking Routine
appointments and other useful features



DISCLAIMER:

**NO REAL PATIENT DETAILS WERE USED IN
THE MAKING OF THIS HANDBOOK**

LOGGING ON:

Once you have contacted the surgery, you will be provided with a username and a password either by email or by post.

Once you receive these details, you can begin.



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 SystemOnline.

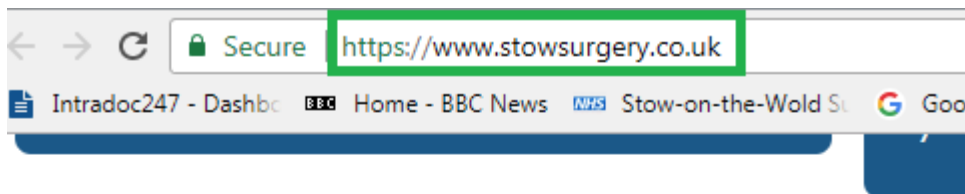
Username

Password

Login

This is the login screen; it can be accessed via the Stow Surgery website (details on next page)

When you have reached our website (see below);
You need to scroll down the page and find the
SystemOnline logo:



Register with the practice



Friends and Family Test
Click here to participate in the test.

Welcome to Stow-on-the-Wold Surgery

Our Contact Details

Well Lane,
Stow-on-the-Wold,
Gloucestershire,
GL54 1EQ

Telephone: **(01451) 830625**
Out of Hours: 111
Fax: **(01451) 830693**
Appointments: **(01451) 830805**
Dispensary: **(01451) 833482**



[Click here to view our activity calendar](#)

NOW, BACK TO LOGGING IN:

You will have received from us either by email or post, login details which will be made up of a username which will be your name and date of birth in short hand, **for example:**

“joebloggs010195”

And a password which will be a random assortment of letters, numbers and symbols, **for example:**

“DhJd£\$32”

You need to enter these details into the login screen (see below)



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 SystemOnline.

Username

Password

Login

Once you have logged in you will be prompted to change your password to something more memorable to yourself.

There are certain criteria to follow when creating a new password:

Passwords are case sensitive and must be at least 8 characters long.

They must contain characters from 3 out of the 4 character groups:

- *Upper case letters (A-Z)*
- *Lower case letters (a-z)*
- *Numeric characters (0-9)*
- *Non alphanumeric characters (e.g. !"£\$%).*

Your name should not be in your password.

This is the screen you will see when you are changing passwords:

Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must be at least 8 characters long.

They must contain characters from 3 out of the 4 character groups:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numeric characters (0-9)
- Non alphanumeric characters (e.g. !"£\$%).

Your name should not be in your password.

Current password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>

Submit

Once you have changed your password and logged in, this is the screen you will be shown (key features are highlighted)

Appointments	Medication	Records	Account
Miss Minnie Mouse- TestPatient Date of birth: 01 Feb 1989	Stow Surgery The Surgery, Well Lane, Stow on the Wold, Cheltenham, Gloucestershire, GL54 1EQ Usual GP: Dr Georgina T Standen		General: 01451830625

Note: Grey links represent features which have been disabled by Stow Surgery

Your Appointments

Book Appointment
Future Appointments
Past Appointments

Your Medication

Request Medication
Outstanding Prescription Requests
Change Pharmacy

Your Records

Patient Record
Summary Patient Record
Childhood Vaccinations
View Test Results
Record Audit
Questionnaires
Consent to Share Settings

Your Account

Messages
Change Contact Details
Change Password
Manage Online Services
Manage Account Users
Link Account
Reset Account
Account Information
Online Usage Audit

BOOKING APPOINTMENTS:

When you want to book an appointment online, you will need to navigate to “**Your appointments**” and then “**Book Appointment**” and it will show you the next available **routine GP appointments**;

Please note, these are **ROUTINE** appointments so they are likely to be booked up in advance – **you may still dial 01451 830625 and press option 1 to be transferred through to the appointments line** where urgent, same day GP appointments can still be made, as well as appointments with all of the other clinicians here at the Surgery.

An example of this screen can be found on the next page

Book Appointment

Available Sessions

Show sessions for period [Show](#)

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Tuesday 08 May 2018	09:30	10:00	Stow Surgery	Dr Anna Chiles (Female)	Session	View
Tuesday 08 May 2018	15:00	16:00	Stow Surgery	Dr Thomas Jenkins (Male)	Session	View
Tuesday 08 May 2018	15:15	15:30	Stow Surgery	Dr Lucy Telford	Session	View
Tuesday 08 May 2018	15:45	16:45	Stow Surgery	Dr Anna Chiles (Female)	Session	View
Wednesday 09 May 2018	08:30	08:45	Stow Surgery	Dr Paul Sherringham (Male)	Session	View
Wednesday 09 May 2018	09:15	10:15	Stow Surgery	Dr Anna Chiles (Female)	Session	View
Wednesday 09 May 2018	15:00	16:45	Stow Surgery	Dr Anna Chiles (Female)	Session	View
Thursday 10 May 2018	09:00	09:45	Stow Surgery	Dr Lucy Telford	Session	View
Thursday 10 May 2018	09:30	11:00	Stow Surgery	Dr Catherine Lawrence (Female)	Session	View
Thursday 10 May 2018	16:30	16:30	Stow Surgery	Dr Paul Sherringham (Male)	Session	View
Thursday 10 May 2018	14:30	14:45	Stow Surgery	Dr Lucy Telford	Session	View
Friday 11 May 2018	08:30	08:45	Stow Surgery	Dr Paul Sherringham (Male)	Session	View

ORDERING MEDICATION

In order to do this, navigate yourself to the home screen (button in top right) and over to the “Your Medication” heading, followed by “Request Medication”

This is what it will look like:

Miss Minnie Mouse-
TestPatient
Date of birth: 01 Feb
1989

Stow Surgery
The Surgery, Well Lane, Stow on the Wold,
Cheltenham, Gloucestershire, GL54 1EQ
Usual GP: Dr Georgina T Standen

General: 01451830625

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using 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 medication ready for collection.

- Request existing medication


Recent Medication

	Drug
<input type="checkbox"/>	Amoxicillin 125mg/1.25ml oral suspension paediatric 20 ml - 1.25ml dose 3 times/day Last Issued: 13 Oct 2017
<input type="checkbox"/>	Citalopram 10mg tablets 28 tablet - Take ONE daily Last Issued: 13 Oct 2017
<input type="checkbox"/>	Lorazepam 1mg tablets 28 tablet - take one as needed Last Issued: 13 Oct 2017
<input type="checkbox"/>	Haelan 0.0125% ointment (Typharm Ltd) 60 gram - Apply sparingly twice a day for 2 months Last Issued: 13 Oct 2017

Regular Medication

	Drug
<input type="checkbox"/>	amoxapine tablets 25mg 56 tablets - use as directed Last Issued: 16 May 2017 Last requested 16 May 17, status Issued, with notes 'need 3 months as going away'
<input type="checkbox"/>	Amoxicillin 500mg capsules 30 capsule - To be taken Three Times Daily Last Issued: 07 Aug 2017
<input type="checkbox"/>	benzylpenicillin injection 300mg/vial 300 milligrams - use as directed Last Issued: 31 Jul 2017 Last requested 16 May 17, status Issued

When it comes to actually ordering Medication, you must tick the small box on the left of each box for each medicine you require:



Recent Medication	
	Drug
<input type="checkbox"/>	Amoxicillin 125mg/1.25ml oral suspension paediatric 20 ml - 1.25ml dose 3 times/day Last Issued: 13 Oct 2017

It will then change and now will look like this:

Recent Medication	
	Drug
<input checked="" type="checkbox"/>	Amoxicillin 125mg/1.25ml oral suspension paediatric 20 ml - 1.25ml dose 3 times/day Last Issued: 13 Oct 2017

Repeat this process for everything you need, and then press continue at the bottom of the page:

Continue

MAKE CUSTOM REQUEST:

We will now address the “Make custom request” part at the bottom of the page – this is if medication that is not a normal repeat is needed, for example if a Doctor has prescribed it as a one-off, and a further supply is required to ease symptoms

- Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

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

IF YOU HAVE TICKED BOXES FOR OTHER TABLETS THAT ARE ISSUED REGULARLY, PLEASE MAKE SURE TO PRESS CONTINUE BEFORE YOU DO ANYTHING WITH THE CUSTOM REQUEST BOX, BECAUSE IF IT IS CLICKED PRIOR TO COMPLETING THE REGULAR ORDER, IT WILL CANCEL EVERYTHING THAT HAS BEEN DONE – THIS MAY LEAD TO MEDICINE NOT BEING DISPENSED, AND CAUSE DELAYS FOR PATIENTS COMING TO PICK THEM UP.

Once you are ready to make a custom request, simply click in the circle next to the heading:

Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

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

And then type the name of the medication(s) that you need in the box below:

Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

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

This will then be sent as a message through to the dispensary, who will then deal with it accordingly.

E-CONSULT

Did you know you can contact your GP online?

Simply navigate to our website:

 Secure | <https://www.stowsurgery.co.uk>

Scroll down to find this section:

Contact our doctors online

Fill out a simple online form to get advice and treatment by the end of the next working day

Need advice about a specific problem or condition?

I want help for my condition

Not sure what your symptoms mean?

I want general advice

Need to request test results, sick note, GP letter or medical report?

I want administrative help

or contact our doctors about one of these common conditions:

[Acne](#)

[Anxiety](#)

[Asthma](#)

[Back pain](#)

[Bacterial vaginosis](#)

[Cold or flu](#)

[Contraception](#)

[Coughs](#)

[Cystitis in women](#)

[Depression](#)

[Earache](#)

[Eczema](#)

[Foot pain](#)

[Hand pain](#)

[Hay fever](#)

[Headache](#)

[Heartburn](#)

[Hip pain](#)

[Knee pain](#)

[Rectal bleeding](#)

[Shoulder pain](#)

[Sinusitis](#)

[Sore throat](#)

[Thrush](#)

And click on the box that is the most relevant to you, fill out a quick online form and we will aim to get back to you as soon as we can.

**IF YOU HAVE ANY FURTHER QUERIES WITH
REGARDS TO THIS HANDBOOK, PLEASE CONTACT
THE SURGERY ON 01451 830625 AND WE WILL
AIM TO RESOLVE ANY ISSUES.**

**YOU MAY ALSO EMAIL CHRIS ON
chriswhitworth@nhs.net**

WE HOPE THIS HAS HELPED

Stow Surgery,
Well Lane,
Stow on the Wold,
Cheltenham,
GL54 1EQ