

# *Watling Vale Medical Centre*

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## *Application form to use SystmOnline*

### **What is SystmOnline?**

SystmOnline is a way to book your appointment to see a clinician in your surgery.

### **Who can register for this service?**

Registered patients to Watling Vale Medical Centre can apply directly as below.

**For reasons of confidentiality patients can only access their own details so each family member needs their own personal login details.**

### **How do patients register for this service?**

If you are a patient registered at Watling Vale Medical Centre, read the remainder of this document in order to learn about the Terms and Conditions

complete and sign the Application slip on the last page and bring it to Reception with proof of identity (photo ID, for example passport or driving licence and proof of address, for example utility bill) your user name and a password will then be supplied so that you can log in on the website.

### **What can you do with SystmOnline?**

#### **Appointments**

It is currently only possible to book a single doctor appointment via the online system, please continue to contact reception for nursing appointments. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery. Appointments are currently set at 10 minutes, if you feel that you need longer with your doctor; please contact the surgery to make an appropriate appointment. If an appointment for the doctor of your choice is not available at the time you require this is because there are currently no pre-bookable slots available, please try again on the next working day. If you subsequently decide that you no longer require the appointment, please ensure that it is cancelled to enable the time to be offered to someone else. Please cancel by either the online facility or by telephoning reception.

#### **Medication**

You can request your repeat medication from SystmOnline. You will be able to tick which items you would like, and the message will go straight through to the surgery. **For items that are not on repeat, you will need to bring it in writing to the surgery.** Scripts will take 48 hours to be ready, and if you have a nominated pharmacy picking up your scripts, it will take 72 hours for your script to be at your chosen pharmacy.

### **Further guidance notes for patients using Systmonline**

A link to Systmonline can be found on the Surgery website at [www.watlingvalemedicalcentre.co.uk](http://www.watlingvalemedicalcentre.co.uk) You can also go to the Systmonline website directly <https://systmonline.tpp-uk.com> it is a secure site so you do need to include the https, and systm is deliberately spelt without an 'e'.

Although the website is secure, users need to ensure their own precautions on other potential security breaches such as access via unsecured wireless connections or shared computers.

As with all computer login details and passwords please keep your details safe and away from prying eyes.

**We reserve the right to de-register anyone from using the online system that constantly misses (DNA's) or cancels online appointments.**

Should you be unable to attend your appointment, you should telephone the surgery and let us know as soon as possible.

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## Application Form to Use SystemOnline

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 \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Date of Birth \_\_\_\_\_

Home Telephone Number \_\_\_\_\_

Work Telephone Number \_\_\_\_\_

Mobile Telephone Number \_\_\_\_\_

We currently send text messages to remind patients of appointments. If you do not want this service please let your surgery know.

Email address \_\_\_\_\_

I have understood that It is my responsibility to keep my account secure by keeping my log in details confidential. I understand that I can terminate my account at any time by contacting the surgery, or change my log in details by re-registering and that this form will be kept on my electronic records. I understand that my registration will be removed if I constantly miss or cancel appointments.

Signed \_\_\_\_\_

Date \_\_\_\_\_

### For staff use only

- Photographic proof received and verified
- Contact details checked and updated if necessary
- Over 16 years of age – or a parent or carer
- SystemOne Online registration activated
- Log in and password given to patient

Completed by \_\_\_\_\_

Date \_\_\_\_\_