

Security

The SystmOnline service has been developed and tested using standards set out by a government body called NHS Connecting for Health.

All personal information used by SystmOnline is secure and protected. It is only available to staff at your practice who have the appropriate security controls, i.e. those managing appointments, repeat prescribing or patient registration.

SystemOnline App

SystemOnline is now available as a free app for Apple and android devices. To download the app, search for 'SystemOnline' in the app store.

You can use your existing SystemOnline login details to access the app.

Parental Access to Online Accounts

If you have a child aged under 11 years old you can have access to their online account. If you let reception know, they will set up the child's online account and generate a username and password through your record.

Leading up to a child's 11th birthday the surgery will invite them to attend to discuss access and their online account. If the child can make informed decisions than the GP/Nurse Practitioner will discuss who can access their account, so this may mean parents having access to make appointments and order medication only.

When the patient is aged 16-18, access to parents will be stopped unless the child appears to lack capacity, in which case Clinicians may feel the need to allow access again.

Winterton Medical Practice SystemOnline

View, book and cancel appointments, view and request medication, fill out online questionnaires and view your detailed coded record, all using a quick and easy online service available 24 hours a day, 365 days a year.



SystemOnline

Winterton Medical practice has SystemOnline available.

This is an online service which enables patients to -

- View existing appointments
- Book a new GP appointment
- Cancel an appointment
- View your repeat medication
- Request repeat medication
- Change your demographic details
- Fill in practice questionnaires
- View your patient record

SystemOnline can be accessed 24 hours a day, 365 days a year.

Manage Your Appointments Online

Booking your next appointment over the internet is easy. You can do it any time without waiting for surgery phone lines to open. So, whether it's the middle of the night, your lunch break at work, or even if you're away on holiday, you can log in and secure an appointment with a

GP in seconds. You can also check your current booked appointment time, change the time or cancel your appointment time if you no longer require it.

Manage Your Medication Online

If you find it hard to get to the practice to order your next repeat prescription, SystemOnline could make your life easier. Simply log in to SystemOnline and view a list of the medication you have been prescribed. Select the prescription you need and click the 'Request Medication' button. All you have to do then is go and collect your prescription as normal whenever it's ready.

Changing your Details

With SystemOnline it's easy. Just login and change your phone numbers or address.

You can also complete questionnaires online to monitor specific health issues or give feedback on your practice.

Detailed Coded Record

You can now view your detailed coded record online. Being able to see your record online might help you to manage your medical conditions. You can currently access it from anywhere in the UK. It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

If you would like to have access to your online detailed coded record please speak to reception.

The practice has the right to remove online access to services for anyone who doesn't use them responsibly or decline online access, for example, if coercion is suspected.