

Some changes have been implemented with the system for requesting repeat Prescriptions and for making an appointment.

Access the main Systmonline screen, as before, by clicking on the 'Do it Online' Tab located at the top of the Home page.



CHANGES TO BOOKING AN APPOINTMENT ONLINE

Book Appointment - Windows Internet Explorer

https://systemonline.tpp-uk.com/213.cdf.htm

Book Appointment - https://www.tpp-uk.com/...

systemonline

Name	Book Appointment	Future Appointments	Questionnaire	Help	Logout
Miss Golden G01 Phoenix Patient.TestPatient		Dorridge Surgery 3 Avenue Road, Dorridge, Solihull, West Midlands, B93 8JH		Emergency: 01564773753 General: 01564 776262	

You may only book one appointment online at any one time (i.e. if you already have an appointment booked you cannot book another until that appointment has passed)

Please DO NOT add ANY notes to your appointment. This is to protect patient confidentiality.
Thank you

Book Appointment


Available Sessions

Show sessions for period: 17/12/2015 - 31/12/2015

There are no available sessions for the selected period.

15/12/2015 - 15/12/2015
16/12/2015 - 20/12/2015

1564



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Internet | Protected Mode: Off | 100% | 13:32 17/12/2015

Book Appointment - Windows Internet Explorer

https://systemonline.tpp-uk.com/2102016/

Book Appointment | https://www.tpp-uk.com/...

systemonline

Name	Book Appointment	Future Appointments	Questionnaire	Help	Logout
Miss Golden Gill Phoenix Patient TestPatient Date of birth: 01 Feb 2003 Address: 1 Troy Road, Worsforth, Leeds, West Yorkshire, LS10 5TN		Donridge Surgery 3 Avenue Road, Donridge, Southall, West Midlands, B93 8LR		Emergency: 01564778753 General: 01564 776262	

You may only book one appointment online at any one time (i.e. if you already have an appointment booked you cannot book another until that appointment has passed)

Please DO NOT add ANY notes to your appointment. This is to protect patient confidentiality.
Thank you

Book Appointment

Available Sessions

Show sessions for period: 11/12/2015 - 31/12/2015

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Friday 08 Jan 2016	14:30	14:55	Donridge Surgery	Dr Karen Lim (Female)	GP am	<input type="button" value="View"/>
Friday 08 Jan 2016	16:40	16:20	Donridge Surgery	Dr Fahad Mahmood (Female)	GP am	<input type="button" value="View"/>
Wednesday 13 Jan 2016	11:20	11:20	Donridge Surgery	Dr Delyce Weir (Female)	GP am	<input type="button" value="View"/>
Wednesday 13 Jan 2016	10:30	16:50	Donridge Surgery	Dr Karen Lim (Female)	GP am	<input type="button" value="View"/>
Wednesday 13 Jan 2016	10:00	16:20	Donridge Surgery	Dr Fahad Mahmood (Female)	GP am	<input type="button" value="View"/>
Thursday 14 Jan 2016	08:30	11:20	Donridge Surgery	Dr Katrina Davies (Female)	GP am	<input type="button" value="View"/>
Thursday 14 Jan 2016	09:10	09:10	Donridge Surgery	Dr John Davenport (Male)	GP am	<input type="button" value="View"/>
Thursday 14 Jan 2016	10:40	17:58	Donridge Surgery	Dr Karen Lim (Female)	GP am	<input type="button" value="View"/>
Thursday 14 Jan 2016	16:10	17:00	Donridge Surgery	Dr Delyce Weir (Female)	GP pm	<input type="button" value="View"/>
Friday 15 Jan 2016	10:10	10:30	Donridge Surgery	Dr Daniel Reid (Male)	GP am	<input type="button" value="View"/>
Friday 15 Jan 2016	08:50	11:10	Donridge Surgery	Dr Katrina Davies (Female)	GP am	<input type="button" value="View"/>

Done | Internet | Protected Mode Off | 100% | 13:30 11/12/2015

Book Appointment - Windows Internet Explorer

https://systemonline.tpp-uk.com:2121/BookAppointment/Booking

Book Appointment | https://www.tpp-uk.com/...

systemonline

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Miss Golden Girl Phoenix Patient TestPatient Date of birth: 01 Feb 2003 Address: 1 Troy Road, Hornforth, Leeds, West Yorkshire, LS18 5TN		Dorridge Surgery 3 Avenue Road, Dorridge, Solihull, West Midlands, B93 8LH	Emergency: 01564 776213 General: 01564 776262		

Please DO NOT add ANY notes to your appointment. This is to protect patient confidentiality. Thank you

Book Appointment

Click Book Appointment to confirm this appointment

Date	08 Jan 2016
Day	Friday
Start Time	14:30
Duration (minutes)	10
Clinician	Dr Karen Lim (Female)
Appointment Type	Advanced Booking
Location	Dorridge Surgery
Reason (optional)	<small>Notes entered into this field may be visible to all staff at the practice</small>

Book Appointment

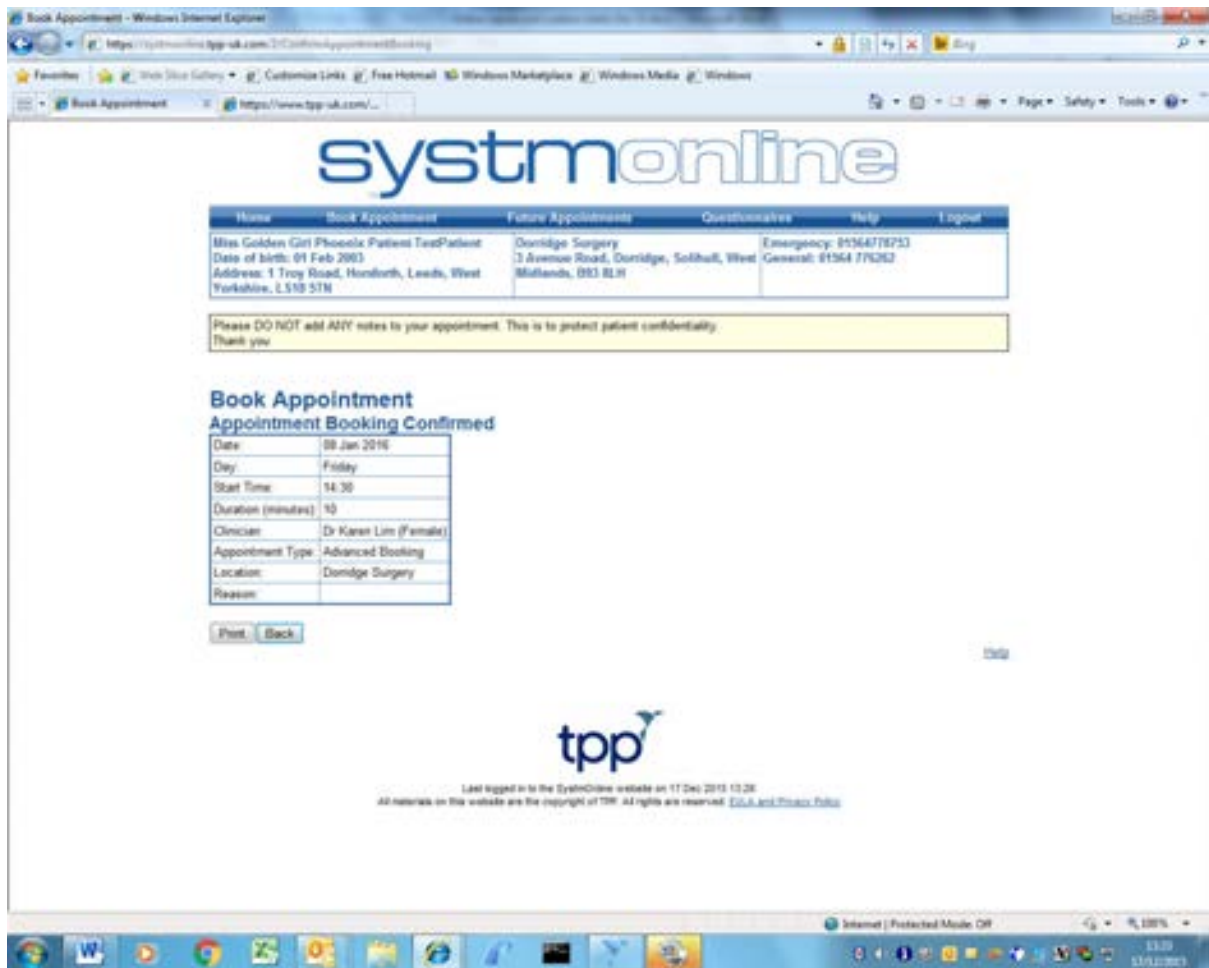
Cancel

Help



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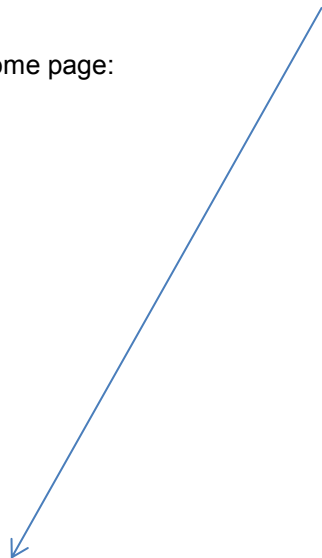
Internet | Protected Mode Off | 100% | 13:38 17/12/2015



CHANGES TO ONLINE MEDICATION ORDERING

The Clinical System provider (Systemone) have amended the process slightly so you now have to choose

'Medication' from the home page:



systemonline

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Miss Golden Girl Phoenix Patient TestPatient Date of birth: 01 Feb 2003 Address: 1 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TH		Dorridge Surgery 3 Avenue Road, Dorridge, Solihull, West Midlands, B93 8LH	Emergency: 01564778753 General: 01564 776262		

Please note that the online booking system only allows you to have one appointment booked at any one time (so if you already have a future appointment booked, regardless of how you booked it, you will not be able to book online until that appointment date has passed)

When ordering medication please note the following:

You can only order repeat medication that is due WITHIN the next 14 days.

If your medication has reached its maximum number of issues then you will either need to use the 'custom request' option, or drop your request into the surgery.

You can only choose a 'request existing medication' OR 'custom request' on the first medication request screen. If you need to add some medication after choosing 'request existing', please follow the screens where you have a second chance to put a 'medication request notes' for anything custom or unavailable to order.

Not all medication CAN be put on repeat.

Home

- Appointments
- Medication
- Patient Record
- Messages
- Questionnaires
- Online Account Management
- Help
- Logout

Followed by 'Medication'. ('Prescriptions' is the history of online requests you HAVE PREVIOUSLY made)

SystemOnline - Medication - Windows Internet Explorer

https://systemonline.spp-uk.com/2/Medication/Menu

File Edit View Favorites Tools Help

SystemOnline - Medication

systemonline

Home	Book Appointment	Future Appointments	Questionnaires	Help	Logout
Miss Golden Girl Phoenix Patient TestPatient Date of birth: 01 Feb 2003 Address: 1 Troy Road, Horsforth, Leeds, West Yorkshire, LS18 5TH		Dorridge Surgery 3 Avenue Road, Dorridge, Solihull, West Midlands, B93 8LH	Emergency: 01564778753 General: 01564 776262		

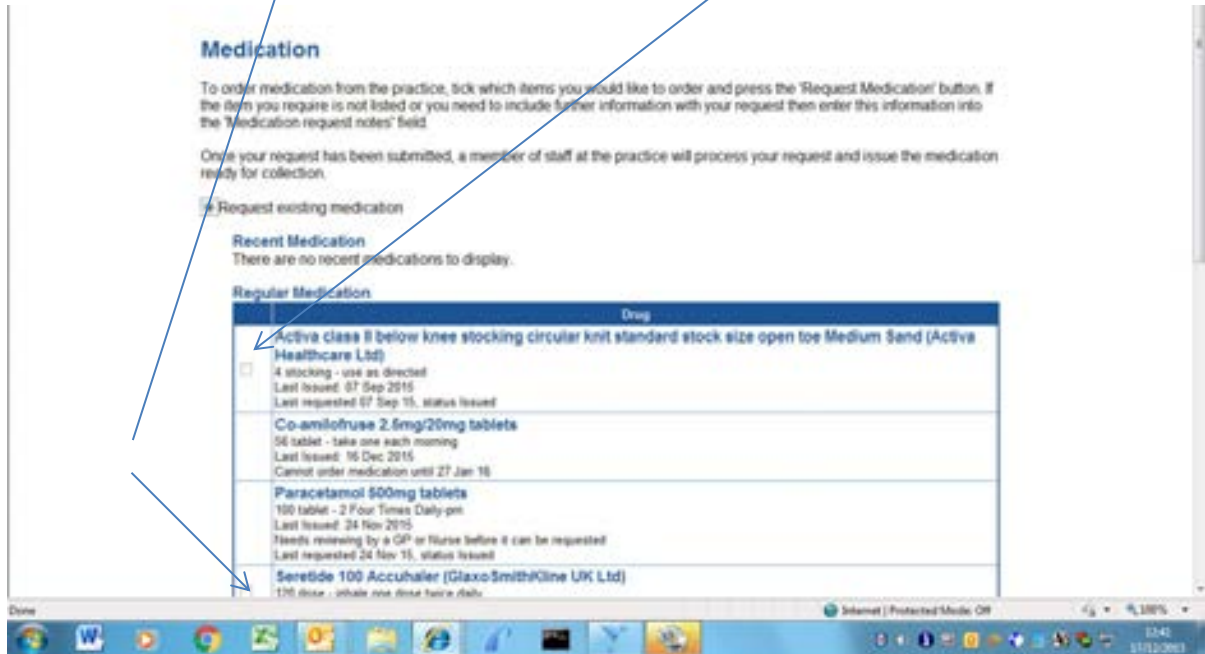
Medication

- Home
- Medication
- Prescription Requests
- Change Pharmacy

Help

Then tick the medication you want that is available to order

(only those where there is a box to the left of the medication are ones available to order at that moment)



The rules are set that **you can only order repeat meds within 14 days of them being due** (this date is on the screen & matches your green prescription).

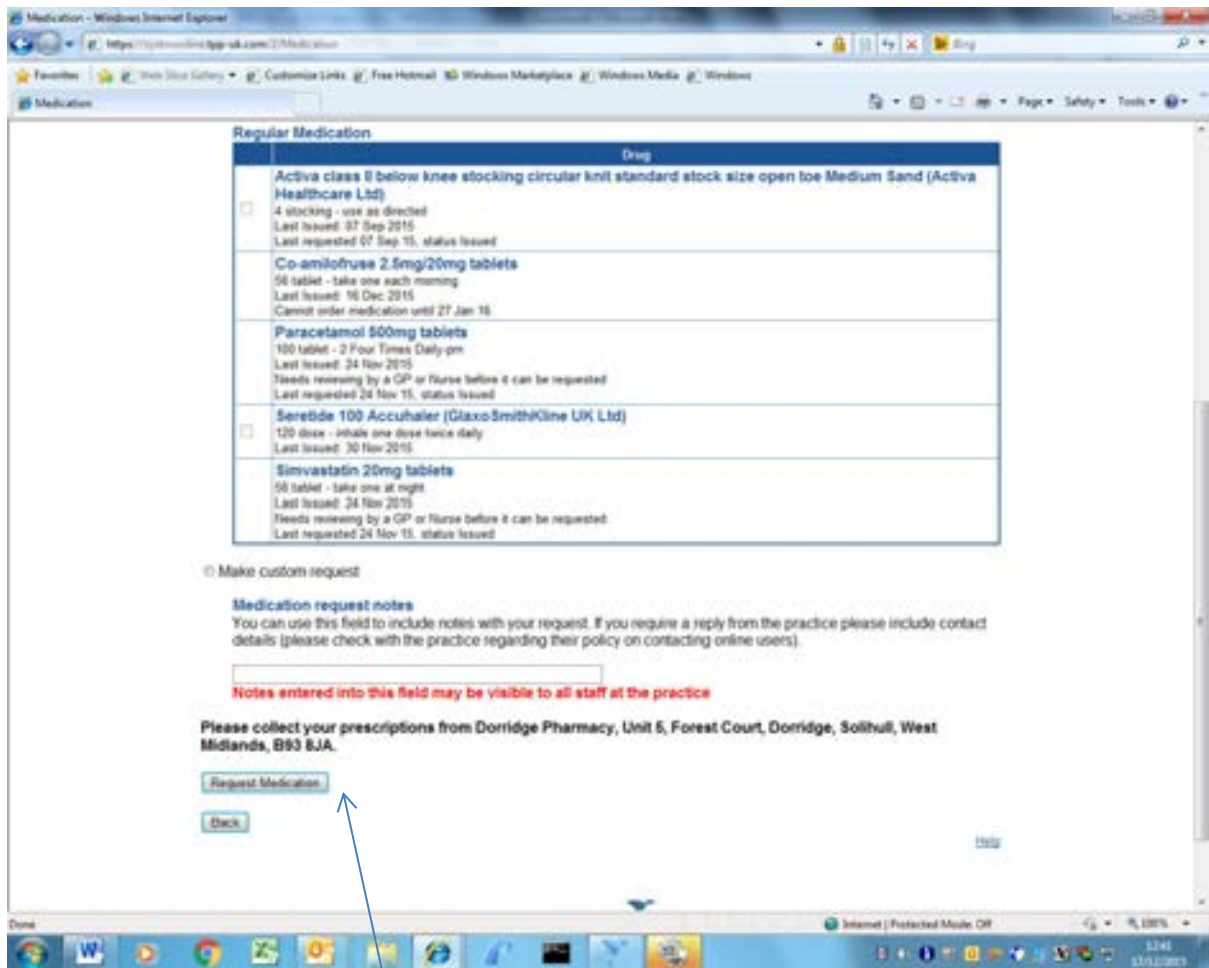
If you want to order before that you will either have to use the 'custom request' (but only if there is no repeat medication requested on this screen)

This is the same if the medication has reached its maximum number of issues before a GP reviews it –

this medication can be requested using the 'custom request' too.

You do not need to see a GP unless we call & ask you to (following the request you have made)

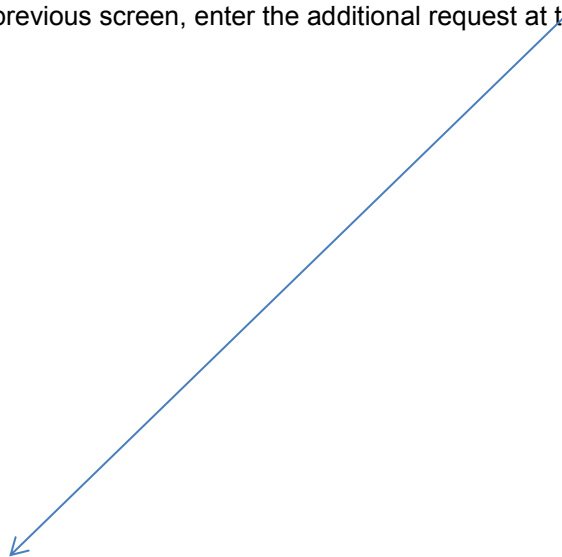
If you choose 'Custom request' you then need to type into the medication request notes box, what it is you want

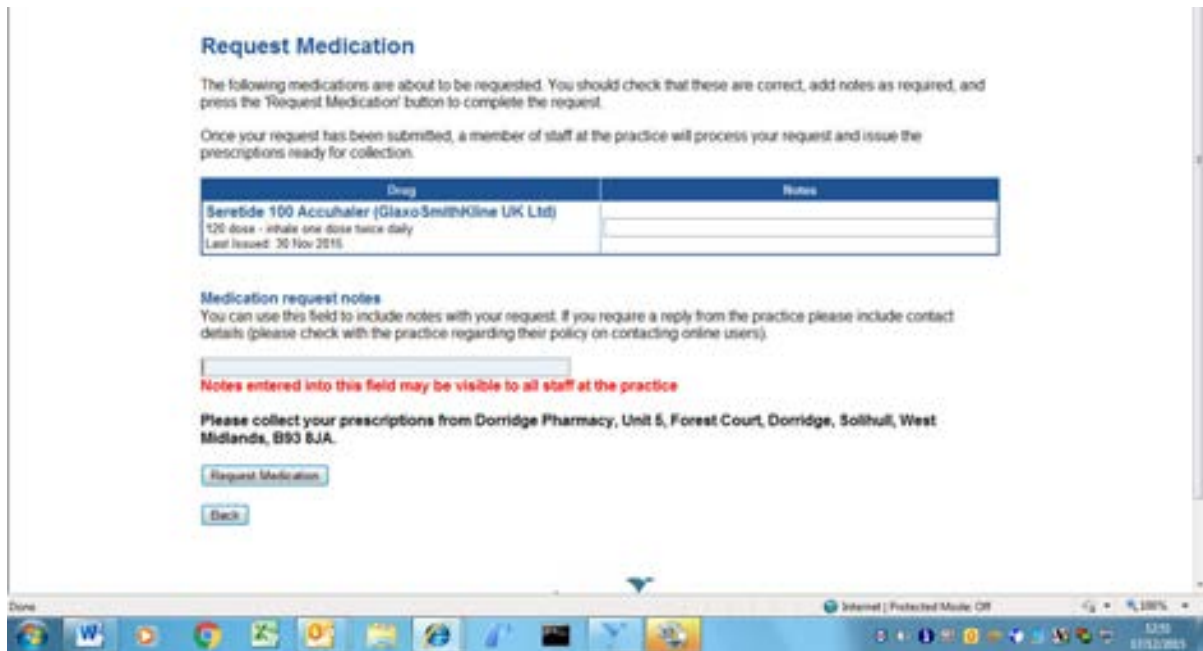


Then press on 'Request Medication'

Once you have pressed 'Request Medication', you are taken to this screen.

If you have used the 'Request existing medication' option, but also wish to request another medication that was not available to tick on the previous screen, enter the additional request at this point instead





Then, for the final time, choose 'Request Medication' & your request will be sent immediately to the reception team.

Requests received after 10.30am will not be processed until the next working day.

All requests that CAN be actioned

(i.e. there is no further action for GP or patient, for something like a blood pressure check before issuing)

will be available 48 hours later (within working days of Mon-Fri).

Pharmacies that pick up prescriptions or have them sent electronically may well have their own time scale

for dispensing the medication on top of the surgery's time to prepare the prescription.