

NEW SOUTHGATE SURGERY

Online Access Patient Information

systemonlineTM

**Information for patients about how to access and manage
your care online**

Introduction

Our Surgery currently allows patient's access to a variety of services online 24/7. There is no charge for the service.

The services you will be able to access are;

- View and book appointments with any GP
- View and order your repeat medication
- View your Summary Medical Record which includes a list of allergies and current medications

systemonline

It is a "read only" service so you will only be able to view and, if you require, print the information. You will not be able to alter your medical record in any way.

Security

Your medical records will remain as secure as they are in the Practice however you have control over the viewing of the information by using your unique login details. You will be responsible for keeping these safe.

You are able to print any of the information you require but once printed you should keep all copies secure and dispose of securely when required. Any printed copies of information are your personal responsibility.



Patients are reminded to ALWAYS log out of the online services when they have completed their online session.

Patients should never share their login details.

If you feel your details have been used by an unauthorised user or you have forgotten your password you should request a new password immediately. This can be done at the surgery or online. You will be required to verify your identity if you request a new password by visiting the surgery.

Access Types

Direct Access	Proxy Access
Direct access gives you access to your own online services	Proxy Access allows you to have access to another patient's online services
Patients aged 16 and above who are capable of making decisions about their own healthcare can have access to their online services. These patients will be offered direct access. A patient aged 14-15 can have direct access to their online services providing they have been assessed as competent by a GP.	An applicant can have proxy access to another patient's online services if; <ul style="list-style-type: none">• The patient is aged 16 or over and lacks capacity to make decisions about their healthcare.• The patient is aged 0-13 and the applicant can prove parental responsibility.• The patient is aged 14-15 and has been assessed as lacking capacity to make decisions about their health care by a GP. This is known as NOT being Gillick Competent.• The patient has given their consent to allow the applicant proxy access. Proxy access must be verified with legal documentation or authorised by a GP.

Requesting Access

In order to access SystmOnline you need a computer or device with internet access. You can also access SystmOnline using the TPP SystmOnline app that is available on Apple and Android devices.



1. Complete the Access Request forms

 “Application for Access to Online Services” This form must be completed for all applications.	
Section 1 – Your Details	Complete your details. You must complete this form even if you want to access another patient’s online services. This is because you must have your own access first.
Section 2 – Terms of Agreement	Patients must consent to the Terms of Agreement before the Practice can allow access to the services.
Section 3 - Communication	Please tell us how you would like to receive your login details. We may need to send you a verification message before we can issue your login details. This is to make sure we have got the right phone number/email address.
Section 4 - Consent	You must sign the form for it to be valid. If you are 14-15 your application will be sent to a GP for assessment of competency in managing your own health care
 “Application for Online Access to Services for Another Patient” If you wish to have access to the online services for another patient you must complete this form as well.	
Section 1 – Patients Details	This section requires the details of the patient whose online services you would like to access.
Section 2 – Application Type	Applicants should tick the type of application they are making. In some cases a GP assessment may be required and a GP will be required to sign the form.
Section 3 – Terms of Agreement	The applicant must agree to these terms before the Practice can issue access to another patient’s services.
Section 4 – Consent	The Applicant must sign the form. If the patient has the capacity to manage their own healthcare but would like the applicant to do it on their behalf – they can sign to give consent. If the patient is over 16 and lacks capacity to manage their own healthcare, a GP must authorise and sign the form.

2. Verify your identity

When you bring the forms to reception you will need to prove you are the person on the application form. This can be done with documentation or by verifying information we hold about you (this is known as vouching).

Documentation

Patients must provide 2 pieces of original ID. One of these must be photographic ID and one must detail your address. A copy of this ID will be taken and kept with your application form.

Vouching

If you cannot provide sufficient documentation you may be asked questions about your medical history and communication with the Practice by reception staff to verify your identity.

Verifying Identity for Proxy Access

If you are requesting access to another patient's online services, (proxy access), you will need to provide identification to prove your relationship to the patient. For example, if your child is under 14 and you would like access to their services, you will need to provide a birth certificate showing you as the parent. If a patient is over 16 they would need to give signed consent for you to have access to their services.

3. Getting Your Login Details

When you submit your request and verify your identity, your application will be sent to our Administration team.

If there are any problems with your application, we will contact you to resolve this.

You will receive a verification link to your chosen method, via email or text message. Please click on this link and enter your date of birth. Once this has been verified we can send out your username and password. **Please note we are unable to send out log in information to an email address or phone number that hasn't been verified by the patient.**

4. Logging In

Our Practice uses a clinical system from TPP called SystemOne so our online services can be accessed through SystemOnline. The links to the login screen can be found on our Practice website; www.newsouthgatesurgery.co.uk

The first time you login to this service we recommend you change your password to something more memorable but equally as secure.

Requesting Additional Access

The Practice currently accepts requests from patients to view their Detailed Coded Record. The information available will be a summary of all important information that has been "coded" by the surgery; this could include any diagnoses, medication prescribed, referrals made and other clinical and non-clinical information.

Requests to access this can be made through your existing SystemOnline access by visiting Online Account Management and Manage Online Services.

Responsible Use of the Service

Patients are asked to use this service responsibly. In the case of abuse of the service, the Practice holds the right to revoke your access. Examples of irresponsible use of the service may include, but are not limited to:

- Booking appointments you have no intention of attending
- Repeatedly booking and cancelling appointments
- Repeatedly requesting prescriptions that you do not need

Removal of Services



If a patient wishes to remove their access to online services or wishes to remove a user who has proxy access to their online services they must complete the "Removal of Online Access to Services Request" form and hand it back to reception staff. If a patient is requesting a removal of a proxy user they may need a GP to authorise the request first.

A copy of this document is available in large print if required