



Accessing GP Records Online

Orchard Surgery is now able to offer patients online access to their GP record. Your record is accessed in exactly the same way as you would book appointments or order your medication.

Please note:

- It is your responsibility to keep your login and password safe and secure. If you think someone else has accessed your record please change your password immediately or contact the Surgery and request that we remove your access.
- If you print your record it is your responsibility to keep this secure.
- The Surgery may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties.

Things to consider:

Abnormal results or bad news— If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or when the Surgery is closed.

Misunderstood Information—Your GP record is designed to be used by clinical staff to ensure you receive excellent care. Some of the information within your record may be technical, written by specialists and not easy to understand. If you require clarification please contact the Surgery for an explanation. Please be aware this will not be a priority request so there will be a delay in us coming back to you.

Forgotten History—There may be something in your record which you have forgotten about and may find it upsetting

Choosing to share your information—It is your decision whether you share your information with someone else but please remember it is your responsibility to keep information secure

Coercion—If you think you may be pressured into revealing information from your GP record against your will it may be better not to register for access

Information about someone else—If you notice information that is not about you. Please contact the Surgery immediately

ORCHARD SURGERY

Online Services and Accessing GP Records Online

systemonline
BOOK REQUEST REGISTER

**Book and Cancel GP
appointments**
Order your repeat medication
Review your GP record
Available 24 hours a day
365 days a year

Online Services

In working with our clinical computer system, TPP SystmOne, we are able to offer our patients the facility to book or cancel appointments and order their repeat medication online.

Not all patients can access the surgery during normal opening hours so SystmOnline allows patients to order their medication or book a GP appointment when we are closed.

Online Appointments

This facility allows patients to:

- Book up to 2 routine GP appointments in advance
- Check the time of booked appointments
- Cancel your appointment

Online Medication

This facility allows patients to:

- View a list of all your current repeat medication
- Order your repeat medication



TPP SystmOnline App

Patients can download the SystmOnline app free for both Android and Apple from the

App Store or Goggle Play Store. This will enable them to access this service from their mobile phone.

Is it Secure?

SystmOnline has been fully developed, tested and accredited by the government body , NHS Connecting for Health.

All patient information used by SystmOnline is secure and protected.

How do I Register?

Before you can access SystmOnline you will need to register for the service with reception.

Patients will need to complete the request form and provide us with photographic ID such as a passport or driving licence.

The receptionist will then issue you with a username and temporary password. You will need to change the password when you log-in for the first time.

Where will I find the link for SystmOnline?

SystmOnline can be access via the link on our website:

www.orchardsurgerydereham.co.uk

Or directly by going to:

<https://systmonline.tpp-uk.com>

Please see an example of the log-in screen below

A screenshot of the SystmOnline login page. The page has a blue header with the 'systmonline' logo and navigation links for 'BOOK', 'REQUEST', and 'REGISTER'. Below the header is a 'Login' section with a text box for 'User Name' and a password field. A 'Login' button is visible. There is also a 'Forgot Password' link. At the bottom, there is a 'tp' logo and a 'Usage Policy' section with small text.

There are several useful leaflets available to help you navigate your way around SystmOnline.

These are available at:

<https://systmonline.tpp-uk.com/2/help/help.html>