

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

A GP TRAINING PRACTICE

SystemOnline - Patient Information Leaflet

Giving you more choice in accessing GP services

What is SystemOnline?

Book appointments. Order medication.

View your coded medical record.

SystemOnline will help empower you, to take greater control of your own health and wellbeing.

Our aim is to offer you more choice and control as well as convenience.

Patients who are informed and involved in their own care, have better health outcomes.

Online services allow more telephone access for our patients with limited computer skills.

1. Once registered and logged on for the first time, you may find it helpful to view 'Using SystemOnline—A Guide for Patients' found by clicking on the 'Help' link within the main menu. Change your password to something more memorable, immediately.
2. Protect your GP online records. Just like online banking keep your username and password safe and secure. Take extra care if using a shared computer and always 'log out' when you have completed your transaction. Do not share your personal information with others. No one should force you to show them your login details. Contact us if you are worried or need further advice with any aspect of your online account.
3. Please use this online service responsibly, access can be withdrawn at any time, at the discretion of your GP.
4. Remember, you may see information in your coded medical record that you were unaware of or have forgotten about, that could cause you some anxiety or distress.
5. All pathology results will be visible. We will notify you of any new pathology result that needs further action, however you may see results that need further action before we have been able to contact you.
6. On rare occasions information on your record may be incorrect. Please inform us as soon as possible. If you see information about anyone else, log out immediately and let us know.

Note:

SystemOnline is only available from within the UK. You cannot access SystemOnline from overseas. SystemOnline is also available as an app and can be used on both Apple and Android devices.

We recognise that computers, tablets and smart phones are not a substitute for visiting or telephoning us or other health services, and that not all patients have access to computers or online services. To help with this NHS England is delivering a national programme of training in digital skills and access to technology. You can call them on 0800 77 1234 or visit www.ukonlinecentres.com