

Instructions for Care Home

Proxy Access - Care Home Workers ordering Repeat Medication via GP Online Services– SYSTMOne Online

1. Getting Started

Repeat medications can be ordered via two platforms within the Patient Facing Service (PFS) – SystemOne Online.

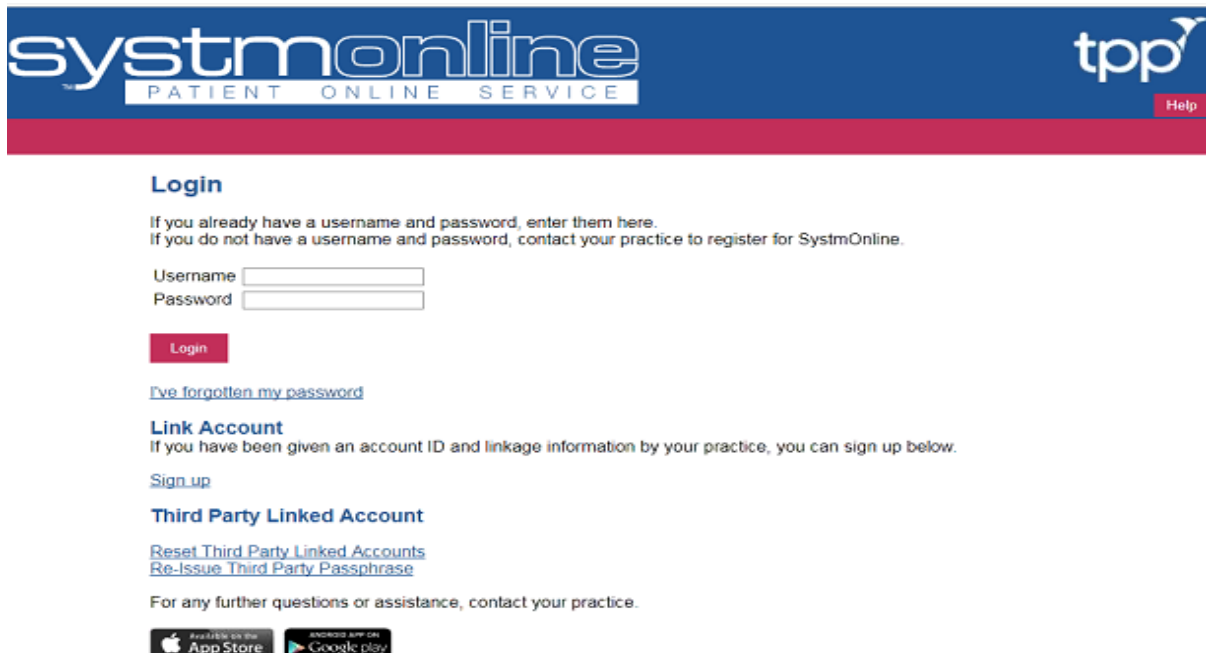
Ordering through SYSTMOne Online

On receipt of the completed consent form from patient and the application form to set care home worker up as an online user the practice will process the request. If this is granted the Care Home Manager will receive an email (or emails) with log in details which will look something like this:

- Username: marymill160363
- Password: GywTK&6G
- Account ID: 123456789
- Passphrase: 7hyjk5k&%sT

Follow link: <https://systmonline.tpp-uk.com/2/Login?Date=20170927133643>

- Login page displayed (screenshot 1)
- Enter Username and password details from email
- If prompted to enter account ID and Passphrase from email
- Change password as prompted (screenshot 2)
- Passwords should be kept securely and not shared as per signed confidentiality statements



systmonline
PATIENT ONLINE SERVICE

tpp
Help

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystemOnline.

Username

Password

Login

[I've forgotten my password](#)

Link Account

If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

Third Party Linked Account

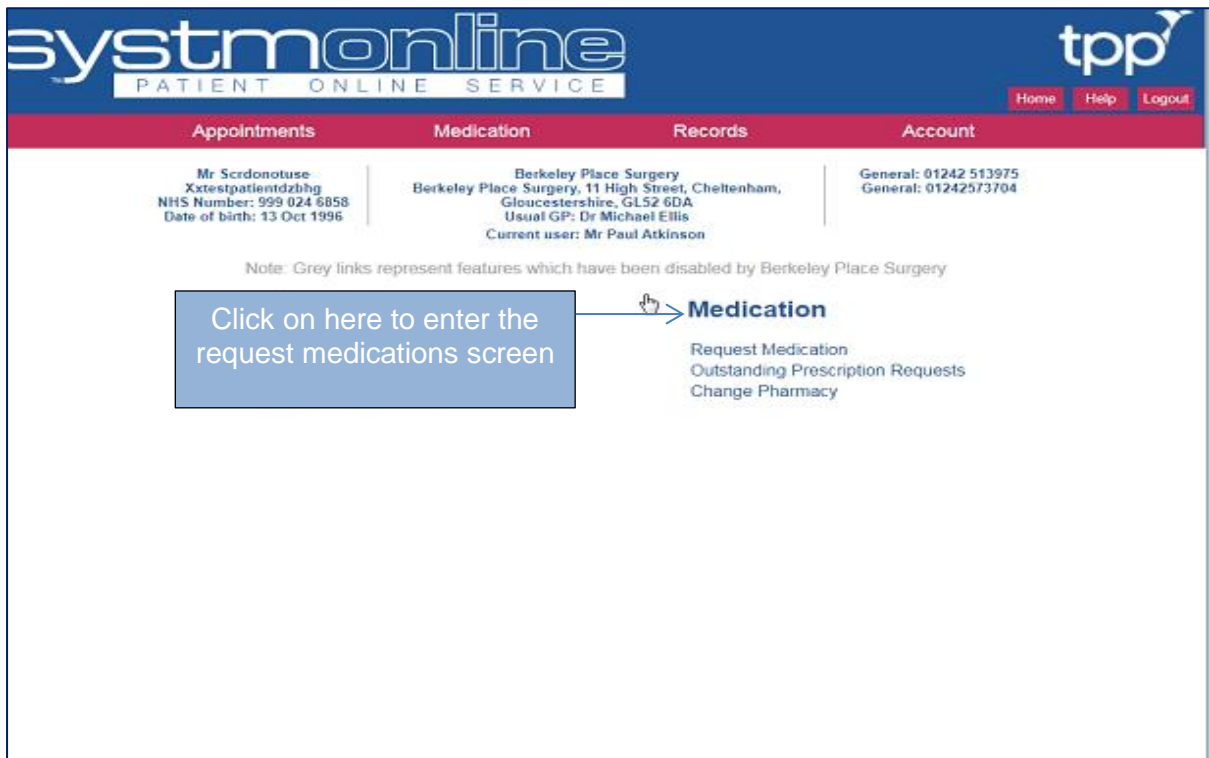
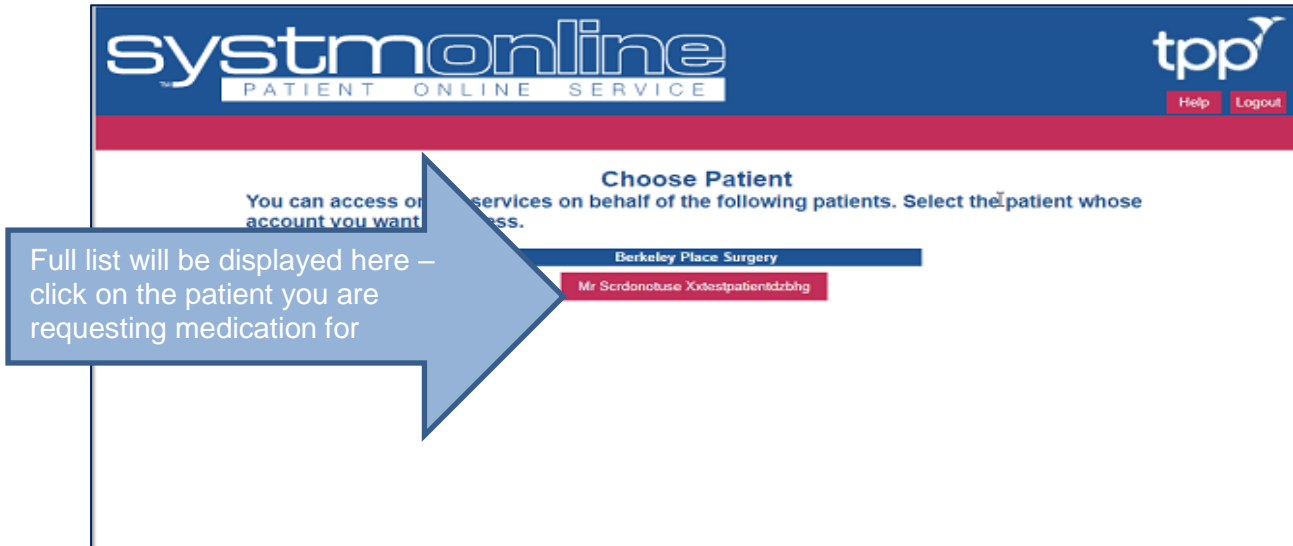
[Reset Third Party Linked Accounts](#)
[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.

Available on the App Store | GET IT ON Google play

When the password has been changed you will be logged into your Online User Account.

- When logged in the Care Home Worker will see the name of the practice and a list of names of patients they can order repeat medications for. Although the list in the screen shot below only displays one name, the Care Home Worker's login page will display a list of every patient at that GP Practice that they have been approved to request medication for



Once you have clicked on Medication you will be taken to the medications ordering page.

The medications that can be ordered for the patient will be displayed in a list:



systemonline PATIENT ONLINE SERVICE **tpp**

Home Help Logout

Appointments Medication Records Account

Mr Scrdonotuse
Xtestpatient0zbbhg
NHS Number: 999 024 6858
Date of birth: 13 Oct 1996

Berkeley Place Surgery
Berkeley Place Surgery, 11 High Street, Cheltenham,
Gloucestershire, GL52 6DA
Usual GP: Dr Michael Ellis
Current user: Mr Paul Atkinson

General: 01242 513975
General: 01242573704

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

Request existing medication

Recent Medication

Drug
<input type="checkbox"/> Isotretinoin 20mg capsules 28 - 1 od Last Issued: 09 May 2017

Regular Medication

Drug
<input type="checkbox"/> Paracetamol 500mg tablets 32 tablet - take 1 or 2 4 times/day Last Issued: Never

Make custom request

Medication request notes
You can use this field to create a custom medication request using free text.

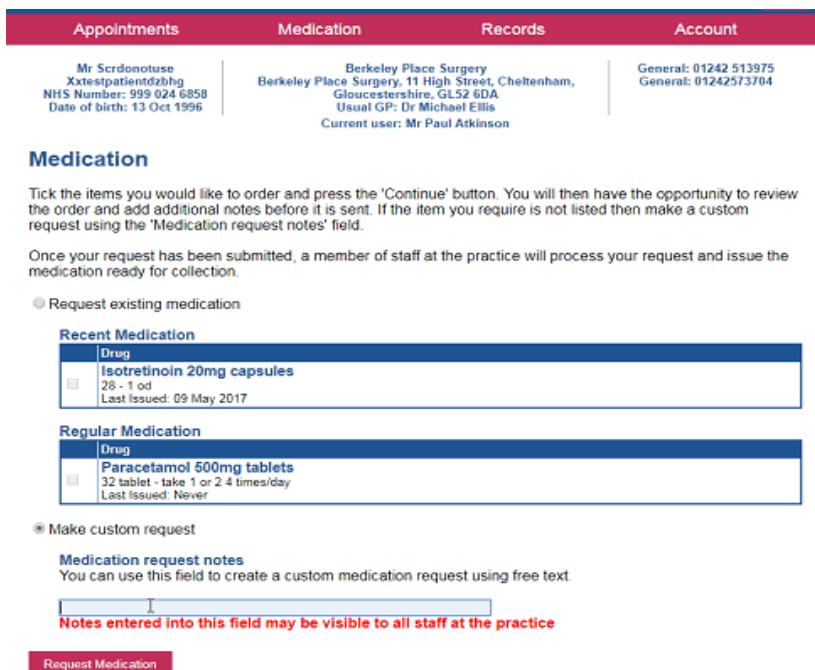
Notes entered into this field may be visible to all staff at the practice

Continue

You can either select the order medication button OR the make custom request but you cannot do both – see screenshot below.

If you select the order medication button and tick the item you want to request and then tick the make custom request button this will DESELECT the items you have ticked to order. However, if you wish to order items that are on the list and also make a custom request you should tick the listed items and then select continue – this will take you to a new page (see screenshot 7) that allows to write a free text note to the practice.

Once the request medication button is selected a custom message from the practice will appear as confirmation and summary of the medication that has been ordered. This can be printed if required.



Appointments Medication Records Account

Mr Scrdonotuse
Xtestpatient0zbbhg
NHS Number: 999 024 6858
Date of birth: 13 Oct 1996

Berkeley Place Surgery
Berkeley Place Surgery, 11 High Street, Cheltenham,
Gloucestershire, GL52 6DA
Usual GP: Dr Michael Ellis
Current user: Mr Paul Atkinson

General: 01242 513975
General: 01242573704

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

Request existing medication

Recent Medication

Drug
<input type="checkbox"/> Isotretinoin 20mg capsules 28 - 1 od Last Issued: 09 May 2017

Regular Medication

Drug
<input type="checkbox"/> Paracetamol 500mg tablets 32 tablet - take 1 or 2 4 times/day Last Issued: Never

Make custom request

Medication request notes
You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Request Medication

Medication confirmation information shown on screen:

10/3/2019 Medication Order Confirmation
<https://systmonline.tpp-uk.com/2/RequestMedication> 1/1
Home Help Logout
Appointments Medication Records Account

Mrs Joyce Test

NHS Number: xxxxxxxx

Date of birth: 06 Jul

1939

Hatfield Heath Surgery

**Hatfield Heath Surgery, Broomfields,
Hatfield Heath, Bishop's Stortford, Essex,
CM22 7EH**

Usual GP: Dr Rasheed Aziz

Appointments:

01279730616

General: 01279 730616

Current user: Ms Alison Taylor

Please give at least FOUR full working days' notice to collect medication.

Please give at least TWO full working days' notice to collect a signed prescription.

We value your feedback about all of our services.

Copy and past the link below into your browser address bar to complete our friends and family survey. <http://www.edensurgeries.co.uk/FriendsAndFamily>

Medication Order Summary

A request was sent to the practice to prescribe the following items on 03 Oct 2019 10:21

This prescription will be available to collect from 10 Oct 2019.

Please allow four full working days for your prescription to be processed. Please collect after 2pm.

Please note repeat requests will only be processed between 9am and 5 pm Monday to Friday.

Please note the Hatfield Broad Oak site closes at 1pm on Wednesday and Fridays.

Medication request notes

Test please ignore and delete

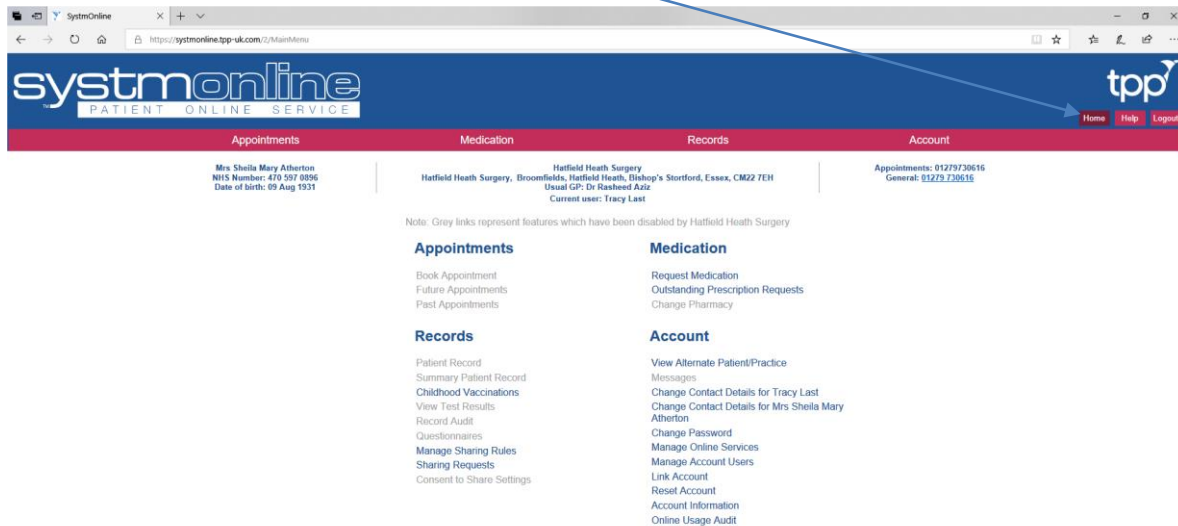
Print Confirmation or save as PDF and then Return to Medication

3. To change patient or GP practice selection follow the below steps

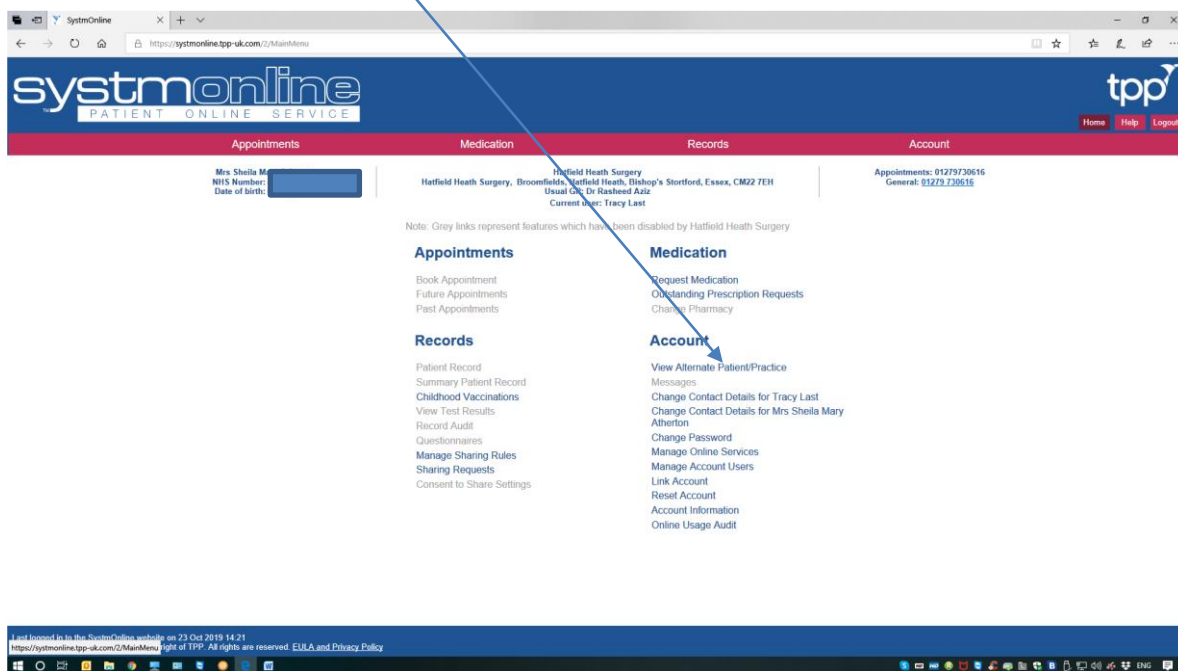
Repeat the above as required for all residents

If you forget your password, you can reset it online – if you are having trouble after 3 Attempts please contact the surgery to reset ASAP.

To change to a different resident, click on Home



Click on view alternative Patient/Practice



Choose Patient Screen – select resident