**What is Systmonline?**

**TPP SystmOne** – is the name of the computer clinical software that this practice uses for your GP records and **SystmOnline** is a feature of the software for patients.

You do still have a Lloyd George wallet of older paper records however nowadays all records relating to your medical care provided by your GP, for example consultations, prescriptions, referrals to hospital and letters etc. are stored in this computer system.

When you visit the surgery the doctor or nurse will access your patient record on the computer and will enter details of the consultation including any medication prescribed for you

The receptionists book all appointments through this software and these appointments are then added to your record when you book to see the doctor or nurse.

A feature of this software called **SystmOnline** allows patients\* to book and cancel appointments, view their past and future appointment dates and times, request repeat medication and up-date your contact details.

If you would like to be able to access this service you will need to print off and complete the SystmOne online registration form a copy of which is shown below.

Once you have completed the form please bring it in to either the surgery together with photographic id. We are unable to issue user access codes to anyone other than to you.

\* **This service is currently only available to patients aged 16+.**

⮿**User access codes will not under any circumstances be faxed, emailed, posted or advised over the telephone they will only be issued to you in person upon presentation of photographic id.**

⮿ **This service is not currently available to parents or guardians to access their children’s or other relative’s records.**