



MOWBRAY GROUP

Mowbray House and Hutton Rudby Surgeries

**systemonline**  
TM

## Getting registered

Registering for SystmOnline allows you to make, change and cancel appointments online as well as managing your repeat medications.

SystmOnline can be accessed online via a web link or via the app. The SystmOnline app can be downloaded, free of charge, from the relevant app store for your device.

To enable your SystmOnline account you will need to register your details with the practice. At a visit to the surgery please ask to register for SystmOnline. You will be required to fill out a request form and present verification of ID (such as a passport, driving licence etc.) Once this has been processed by our administration team you will receive some paperwork through the post with your unique user login and password, along with details of how to access the website.

As a security measure if an incorrect password is entered 5 times SystmOnline will lock you out of your account. In this instance you will need to contact the Surgery and we can arrange for the account to be unlocked.

Many web browsers have the facility to remember your username and password this can cause problems if more than one member of your household has access to SystmOnline or if the PC has 'remembered' incorrect information. Where possible do not request for the browser to remember the password.

If you have any questions about using SystmOnline please speak to our administration team at the practice who will do their best to be of assistance.

## How do I log on?

You can access the SystmOnline website in various ways, either typing

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

directly into your web browser or going through our own website

[www.mowbraygroupsurgeries.co.uk](http://www.mowbraygroupsurgeries.co.uk). Clicking on 'Log in to

your account' at the top right of our home page will take you straight to the SystmOnline log in page.

### Logging in for the first time

Enter your user name and password that you have been provided. You will then be prompted to reenter the password followed by a password of your own choosing. Please note that the password must have the following requirements:

- be at least 8 characters long
- contain at least one letter (a-z)
- contain at least one numeric character (0-9)
- contain at least one other character (e.g. !"£\$%).

Please note that the password generated by the surgery will only work for a fortnight, after that you will need to request a new one.

## Appointments

You can use SystmOnline to book routine appointments with any GP at the surgery. You are able to book an appointment with a GP at your registered surgery only.

Unfortunately at present we are unable to offer any nurses appointments online, however this may change in the near future.

From the home screen choose 'appointments'. This will allow you to book appointments or view or cancel future appointments.

To book an appointment choose the time period required then 'view' appointment for the day required and finally 'book' the appointment at the time you desire. If you are set up for text reminders you will receive a text message to confirm this appointment.

# Repeat medication

To order your repeat medication go to the home page then click on 'medication'. The medication page will display any regular medication you are currently using.

If a box appears next to the required medication the system believes that a further issue would be too early. If you need an early issue, for example if you are going on holiday, then click '**make custom request**' at the bottom of the grid. *Please note* that doing this will untick any previously selected medication and all medication needed will either need to be typed in or entered separately after the custom request has been submitted.

## 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

Drug
<input type="checkbox"/> Atorvastatin 20mg tablets 20 tablet - take one daily Last issued: 04 Apr 2017
<input type="checkbox"/> Cokevine 30mg tablets 50 tablet - 1-2 tablets up to four times a day for pain Last issued: 12 Apr 2017
<input type="checkbox"/> Paracetamol 500mg tablets Last issued: 13 Jun 2017

### Regular Medication

Drug
<input type="checkbox"/> Atorvastatin 20mg tablets 20 tablet - Take ONE DAILY Last issued: 30 Nov 2017 Cannot order medication until 14 Dec 17
<input type="checkbox"/> Dronosumab 60mg/ml solution for injection pre-filled syringes 1 pre-filled disposable syringe - For administration in practice only by a health care professional 6 monthly Last issued: 28 Jan 2017 This medication cannot be requested and can only be authorised by a clinician
<input type="checkbox"/> Hydrocortisone 10mg/ml solution for injection ampoules 10 ampoule - AS DIRECTED Last issued: 13 Dec 2016 Not requested 12 Dec 16, status issued
<input type="checkbox"/> Paracetamol 500mg capsules (Teva UK Ltd) (12 tablet - take 1 or 2 2 times daily) Last issued: 06 Mar 2017
<input type="checkbox"/> Spiriva 18microgram inhalation powder capsules (Boehringer Ingelheim Ltd) 30 capsule - inhale 1 dose once daily Last issued: 20 Jun 2017 Cannot order medication until 06 Jul 17 Last requested: 20 Jun 17, status issued
<input type="checkbox"/> Tacrolimus 5mg/ml solution for infusion ampoules 10 ampoule - use as directed Last issued: 20 Jun 2017 Cannot order medication until 06 Jun 18
<input type="checkbox"/> Tadalafil 2.5mg tablets 28 tablet - use as directed Last issued: 03 Mar 2017 Last requested: 25 Jan 17, status issued
<input type="checkbox"/> Zimproph 10mg modified-release capsules (Eli Lilly UK Ltd) 50 capsule - take one every twelve hrs Last issued: 23 Mar 2017

### 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

Please collect your prescriptions from DISPENSE.

[Continue](#)

## FAQs

### 1. Why can't I reset my own password?

The verification email may not have been completed successfully, therefore we would need to send this to you again for you to be able to reset your password.

### 2. Why does it not accept my password when I've logged in before?

There can be a number of reasons, the most common issue is that

when you setup a password on SystmOnline for the first time, passwords are case sensitive and the 'other character' has been missed off.

### 3. I cannot access SystmOnline but I need to order my medication urgently, how can I do this?

Drop your request into the surgery. We can then deal with your medication request and SystmOnline login query at the same time.