

This is a guide for those who would like to ORDER REPEAT PRESCRIPTIONS on-line.

- Before using the system you need to be issued with your Username and Password. Please attend the surgery in person with the appropriate id (passport, driving license, etc.) to be issued with these.
- Go to the surgery website, as usual. <http://www.thechippingsurgery.co.uk>
- At the top of the page, hover your mouse over 'Prescriptions' in the top tool bar. This will bring up a drop-down menu.
- Click the first item: 'Repeat Prescriptions'.



- On the next page click 'order your prescriptions online'.



- This will take you to the normal **sysmonline** login page.



- Complete login.



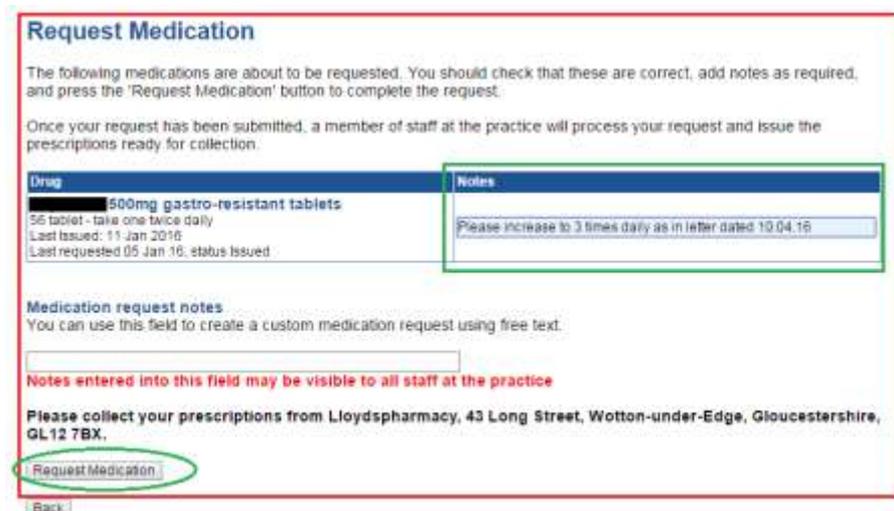
- This will take you to the **systmonline** home page.
- Halfway down on the left hand side you'll see '*medication*'. Left Click it.
- This takes you to a page headed Medication. Bizarrely you now need to **click the sub-heading** which is also '*Medication*' (don't shoot the messenger at this point!)



- This brings up a table of your regular medicines. Tick the one / ones you wish to order AND then click '*continue*' (this is a small 'button' near the bottom of the text).



- This takes you to a page showing the medicine/s you wish to order. Note: your order has **not yet been processed**.
- You have the opportunity at this stage, if you wish, to add a short comment, e.g. if a consultant has changed your dose at a recent appointment, and the surgery hasn't yet picked up on it
- Now comes the bit some people are missing.
- Assuming the table correctly shows the medicine/s you want, click the '*request medication*' button.
- Done!



Ordering repeat medication as a Carer or as a parent of a 14 + year old child.

To use the on-line repeat prescription ordering service run by **systemonline**, either as a carer or parent of 14+ year old, you will first need to obtain the consent of the patient. There is a form to complete.

Note: if you have a child who has turned or is about to turn 14 years of age you will need to have obtained your child's consent.

To find the required form:

- Go to the Chipping Surgery website, as usual. <http://www.thechippingsurgery.co.uk>
- On the right hand side of the home page is a heading '**Further Information**'
- The sixth sub-heading in the drop-down menu is '**Carer's Area**'. **Click on it.**
- Following the sentence "**A patient needs to give consent to allow their carer to have access to their personal details and / or copies of correspondence**" there is an active link to '**download the consent form here**'. Click this link.
- This displays a consent form as shown in the screen grab below

The screenshot shows a web browser displaying a consent form titled 'The Chipping Surgery'. The form includes a header with the surgery's name and a section for patient details (Name, Address, Postcode, Telephone, Email). Below this is a section for the carer, with checkboxes for 'This permission relates to all my records', 'This permission relates to part of my records', and 'This permission relates to a specific condition'. There are also checkboxes for 'The permission relates to my latest working copy of all correspondence relating to my treatment' and 'I understand that this permission will remain in force until cancelled by written notice and that the doctor may exercise this authority at any time'. The form concludes with signature lines for the Patient, Carer, and Doctor.

- Complete this form together with the patient / child for whom you care, and hand the form in to the surgery.
- The form will be reviewed by one of the GPs and their signature added.
- The person for whom you care, or your child, will be added to your **systemonline** log in.
- Once you subsequently log in to **systemonline**, you have the option to '**Choose Patient**'.

The screenshot shows a 'Choose Patient' interface. At the top, it says 'Choose Patient' in blue. Below that, it reads 'You can access online services on behalf of the following patients. Select the patient whose account you want to access.' There is a blue header bar for 'The Chipping Surgery'. Below the header, there are two buttons: 'Miss [redacted]' and 'Mrs [redacted]'. Both buttons are circled in green. A 'Help' link is visible in the bottom right corner.

- Click on the name whose account you want to access.