

## **Patient Guidance notes for SystmOne Online & User Policy**

We are pleased to offer you the facility to use “SystmOne Online” which provides internet services for patients over the age of 16 years.

To use this facility please log on to the surgery website [www.matchinggreensurgery.com](http://www.matchinggreensurgery.com). You can

- View, book or cancel doctor appointments and
- View a list of your current medication and send repeat prescription requests.

### **Appointments**

At present it is only possible for you to book a single doctor appointment via the on line system. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery on 01268 533928

Appointment times are currently set at 10 minutes, if you feel that you need longer with your doctor; please contact the surgery to make an appropriate appointment.

If you subsequently decide that you no longer require the appointment, please ensure that it is cancelled to enable the time to be offered to someone else – please cancel by via the online system or by telephoning the surgery.

**Please Note: Failure to cancel two on-line appointments will result in your on line account being suspended**

### **Repeat prescriptions**

Please note that when requesting a repeat prescription

- You will need to state in the comments box which pharmacy you would like it sent to
- or state if it is to be collected from the surgery
- Some patients have already told us that you always want prescriptions to go to a particular pharmacy
- *If you wish to change the destination please ensure that you write in the comments box.*

**We still require TWO working days to process prescription requests.**

Our reception staff will quickly register you and provide you with unique log in details and instructions for the website.

**User log in details and passwords will not at any time be faxed, emailed or posted to you or given out over the telephone they will only be given to you in person.**

The aim of this service is to improve our communications with you and to ease the telephone congestion which many patients experience. If you have any comments or suggestions, please contact the Practice Manager on 01268 533928.

**\* 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.**