Logging in to SystmOnline

Logging on:

1. Type in to the web search: www.ourpractice.co.uk
2. Click 'Online Services ' in the top menu bar
3. Scroll down until you reach the subheading 'Prescriptions' and underneath that click 'Order a repeat prescription'
4. A new window will open, please enter your username and password provided by the surgery on the SystmOnline login page and click 'Login'

    PLEASE NOTE: The username and password are case-sensitive please make sure you enter them correctly

5. You will then see the SystmOnline Home page, which shows your details at the top.
6. You can navigate to all the online services from the Home page. To return to it, click 'Home' in the blue menu bar at the top.

Prescriptions with SystmOnline

After logging on, click on the 'Medication' link under the Home title.

Here you will be able to request prescriptions and view outstanding prescriptions

On the next screen click 'Medication' again to order a prescription NOT 'Prescription Requests'

From here you can select which medication you require from existing medication OR make a custom request.

PLEASE NOTE: You cannot request existing medication and make a custom request in the same request on this page.

Existing medication which is available for you to request is split into Recent Medication and Regular Medication. Recent Medication is any one off medical item that you have been prescribed. Regular Medication is any repeat medicine that you have been prescribed.

To request existing medication

1. Select the drug(s) by clicking on the tick box in the left-hand column
   a. If there is no tick box next to **ANY** of your medication you need then you can type what you wish in the medication request notes section.
   b. If there is a tick box next to some and not others tick the ones you can and continue to the next screen.
2. Click 'Request Medication/Continue' button
3. If you need to include further information with your request for a specific drug type the details into the Notes box next to that specific drug. When providing this information, you should bear in mind that it may be visible to all practice staff.
4. If you need to include further information with your request type the details into the Medication Request Notes field. When providing this information, you should bear in mind that it may be visible to all practice staff. Any medicine you could not request on the last screen may be added to the medication request box now.
5. Click 'Request Medication'. The Medication Order Summary is displayed, stating that a request has been sent to the practice. It will also detail the date of earliest collection.
6. You may wish to print out confirmation of this request, if so click 'Print Confirmation'

Viewing and amending outstanding prescriptions

PLEASE NOTE: This screen will only show unprocessed prescription requests

1. Click the 'Prescription Requests' link from the Medication page.

2. This page shows the date the request was made, the drug requested, any notes added to the prescription and actions.

3. To amend a prescription click the 'Amend' button in the right-hand column of the prescription you want to amend.

4. The Amend Prescription Request is displayed. Here you can add notes specific for that drug, in the Notes box next to that drug. Add notes for the whole prescription in the long text box underneath the drug name. Cancel the request by selecting the tick box in the Cancel column.

5. Once you have made your amendments click 'Submit'. If you do not want to amend the request click 'Back'.

6. Once submitting you will see a confirmation message that the prescription request was successfully amended.

7. To exit this screen click 'Back' or any other menu option.