

THE GROVE SURGERY

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Farthing Grove
Netherfield
Milton Keynes
Buckinghamshire
MK6 4NG

Application Form to use SystmOnline

What is SystmOnline?

SystmOnline is a way to book your appointment to see a clinician in your surgery

Who can register for this service?

Registered patients of The Grove Surgery can apply directly as below.

For reasons of confidentiality patients can only access their own details so each family member will need their own personal login details.

How do patients register for this service?

If you are a patient of the Practice please read this document as it forms the Terms and Conditions of this service.

Complete and sign the application form and return to Reception along with proof of identity (passport, driving licence etc....). Your user name and password will then be issued to you.

What can you do with SystmOnline?

Appointments:

Currently it is only possible to book a limited amount of single appointments (10 minutes) with a doctor on the online system. Please contact reception if you need a nursing appointment.

If you decide you no longer need an appointment that is booked please ensure that you cancel in advance so that someone else can be offered the slot. Appointments can be cancelled online or by calling 01908 295 700.

Medication:

You can request your medication from SystmOnline. You will be able to tick which items you would like to would like and the message will go straight through to the surgery. Please allow 2 working days for your prescription to be ready. **Please note you will not be able to use this facility for items that are not on repeat prescription.**

Further Guidance:

A link to SystmOnline can be found on the Surgery website <http://www.thegrovesurgery-netherfield.co.uk/> You can also go to the SystmOnline website <http://systmonline.tpp-uk.com> it is a secure website so you do need to include the https and systm is deliberately spelt without an "e".

Although the website is secure, users need to ensure their own precautions on other potential security breaches such as access via unsecured connections or shared computers.

As will all computer login details and passwords, please keep your details safe.

We reserve the right to de-register anyone from using the online system that frequently misses (DNA's) appointments.

Please always let us know if you are unable to attend. Thank You

Telephone: 01908 295 700

Fax: 01908 295701

www.thegrovesurgery-netherfield.co.uk

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You will need to bring proof of identity to register. To ensure confidentiality we are only able to accept registrations in person

Name	
Address	
Date of Birth	
Home Tel	
Mobile	
Email Address	
<i>I have understood that it is my responsibility to keep my account secure by keeping my login details confidential. I understand that I can terminate my account by contacting the surgery. I understand that my registration for this service will be cancelled if I constantly miss or cancel appointments.</i>	
Signed	
Date	

For staff use:

1. Photographic proof verified / patient known
2. Contact details checked and updated if necessary
3. Over 16 years of age or parent/carer
4. SystemOnline Registration activated
5. Login and password given to patient.

Completed By _____

Date _____