



An Introduction on GP Online Services

GP online services have been developed over the past few years and are designed to give you, the patient, more choice and flexibility in how and when you contact and interact with your local GP practice. They can also give you direct access to your medical records and test results, which was previously only possible by phoning or visiting your local surgery.

The online services are designed to supplement, not replace, the standard services provided by your GP practice. These online services comprise various apps for mobile devices (smartphones or tablets) and internet-based services for use on computers and laptops.

The main advantage of using online services is that they are available 24 hours a day, seven days a week, but they have many other advantages and benefits. The use of online services also saves the Practice time and resources.



We hope you find this guide informative. Please feel free to provide any feedback to the Patient Participation Group (PPG) by emailing cranborneppg@gmail.com.

WHAT YOU CAN DO WITH ONLINE SERVICES

All the online services enable you to:

- Book appointments with your GP
- Order repeat prescriptions
- Access your medical record to see all the events
- View and download test results
- Exchange messages with your GP practice
- View your medications
- View and download letters to and from your GP

Some services also enable you to:

- View and change your contact details – SystemOnline
- Upload information to your medical record, e.g. hospital letters
- Airmid
- View historical test results in graph form to show your progress
- Airmid
- Initiate online consultations (eConsult) – NHS App or Practice website.
- Add information from your fitness tracking device - Airmid

Apps/services available for Cranborne Practice patients

- NHS App for smartphones and tablets – for IOS or Android
- NHS online services
- Airmid App for smartphones and tablets – for IOS or Android
- SystemOnline for internet access
- eConsult
- Email

HOW TO REGISTER FOR ONLINE SERVICES

You need to register to use GP online services, and, as you would expect for security and confidentiality, you need to provide proof of identity. The only exception to this is eConsult which is not linked directly to your patient record and can be accessed via the Practice website or the NHS App.



NHS App and online services

These are provided and managed by the NHS.

You need to register via their App on a smartphone or tablet.

Download the NHS App from the App Store or Google Play.

Note: this is different from the COVID-19 App.

You will need your email address, a UK mobile number and a photo or scan of your driving license or passport and be able to record a short video when instructed to do so.

If you have previously registered for online services with the Practice (SystemOnline), you can use those registration details (Account ID, Organisation Code and passphrase) to register with the NHS App.

Once registered, you will be able to log in to NHS online services on any device using your email address and password. An extra verification step may be needed the first time you use the service.

The NHS App also supports Touch ID and face recognition (IOS only).

Once registered , you can also use the NHS App Desktop version by using the NHS Online Services link>>:

<https://www.nhsapp.service.nhs.uk/login>

HOW TO REGISTER FOR ONLINE SERVICES (CONTINUED)

Airmid App and SystmOnline

These are both provided by the same company, TPP.



The easiest way to register is by contacting the Practice. Registration would usually require a visit to the surgery to complete an application and provide proof of ID. However, at the moment, it can be done by sending an email to the Practice.

Email them at cranborne.reception@dorsetgp.nhs.uk with a photo or scan of your driving license or passport. A driving license is preferred as it includes your address. The Practice will email back your ID and password, which will need to be changed the first time you log in.

SystmOnline can then be accessed via the Practice website or directly at <https://systmonline.tpp-uk.com/2/Login>

The Airmid App can be downloaded from the App Store or Google Play and is accessed using the same ID and password as SystmOnline. Or you can use your NHS login.

The Airmid App also supports Touch ID once enabled in the settings.

Airmid has produced several how to use videos on YouTube. Search for “TPP Learning Academy” or follow this link to their playlist on YouTube by using this link:>>

https://www.youtube.com/channel/UC_cxAfCJS61fFnooqV_81tg/featured

[Or visit their website for the SystmOnline Guide for Patients:>>](#)



OTHER GP ONLINE SERVICES - NO PRE-REGISTRATION REQUIRED

eConsult



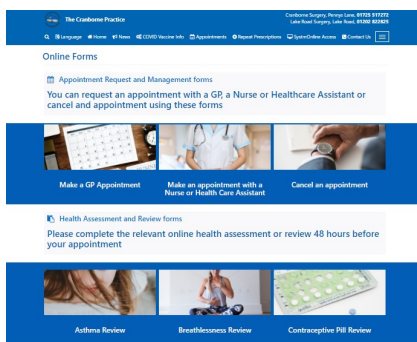
Another digital resource is eConsult, an online consultation/triage service. The Cranborne Practice uses eConsult as an easy way for patients to send medical reviews or request sick/fit notes or for patients to access general health advice.

eConsult can be accessed on a 24/7 basis from the NHS App or the Practice website www.thecranbornepractice.co.uk/econsult

You then follow the on-screen instructions.

You do not need to pre-register to use eConsult. You have the option to use your NHS login, if you have one, or enter your personal details when requested. Once completed, your consultation is sent to the Practice, who will aim to respond by the end of the next working day.

Online Forms on the Practice Website



If you have not registered a SystemOnline account or don't want to use mobile device Apps, you can still access many services using the range of online "E-Forms" available on the Practice website.

You can find the range of online forms available on the Practice

website at <https://thecranbornepractice.co.uk/online-forms>

Hints and tips

Each of the apps and online services has a slightly different look and feel, but there are only a few differences in their functions. Which one you choose will come down to personal preference and which service you require.

SystemOnline and Airmid App have similar menu structures and functionality and the same login.



When you use SystemOnline for the first time, you will not have access to your patient records. This is a security measure.

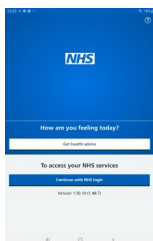


If you select Account then Manage Online services, you can request access to these records. The request is sent to the Practice, who then enables the access.

These records are then available in SystemOnline and the Airmid App.

SystemOnline also allows you to change your contact details.

The Airmid App has a progress feature that enables you to view test results in graph form.



The NHS app and online services have similar menu structures and



functionality and the same login.

The NHS App directly links to eConsult by selecting the advice option.

Note: Some Pharmacies provide their own apps for repeat prescriptions. These are not included in this guide.



DIGITAL SERVICES AVAILABLE TO PATIENTS OF THE CRANBORNE PRACTICE

More digital healthcare tools and technologies can be explored on the Our Digital Dorset website by following this link:>> <https://ourdorset.org.uk/digital/>

	BOOK APPOINTMENTS	CANCEL APPOINTMENTS	ORDER PRESCRIPTIONS	VIEW MEDICAL RECORDS	VIEW/DOWNLOAD TEST RESULTS	EXCHANGE SECURE MESSAGES	VIEW/DOWNLOAD LETTERS	UPDATE CONTACT DETAILS	CHANGE NOMINATED PHARMACY	INITIATE ONLINE CONSULTATIONS	REQUEST A SICK/FIT NOTE	INITIATE A MEDICAL REVIEW (e.g. Asthma)	ACCESS NHS COVID PASS	ADD INFORMATION TO MEDICAL RECORDS
SystemOnline Web login	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Airmid App	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>							<input checked="" type="checkbox"/>	
NHS App (and via NHS web login)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
eConsult									<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Email the Practice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Practice Website eForm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
Via Facebook Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>							

This Guide has been developed by member of The Cranborne Practice Patient Participation Group (PPG). The PPG works with the Practice to help staff to improve the quality of healthcare and response to patient needs. For more about who we are and what we do, visit our page on the Practice website by following this link:>> <https://thecranbornepractice.co.uk/patient-participation-group>