

Using SystemConnect online GP Consultation services

SystemConnect is an online consultation platform developed to enable patients to contact their surgery to request medical or administrative services.

It can be accessed via your GP Practice website without the need to register for an account.

Each Practice customises the services they offer through SystemConnect. These may include:



- Getting help with a new or existing medical conditions
- Requesting a sick/fit note
- Marking a medication request or asking for a medication review
- Asking for a doctor's letter

Please note that some surgeries operate SystemConnect during surgery opening hours only.



Do you or someone you know need in-person help to get online?

If you or someone you know could benefit from learning more about how to get online, a Digital Champion can help.

Your local Digital Champion offers **FREE Digital Learning sessions** by appointment at local libraries in Ferndown, Verwood and West Moors. To book a slot, contact your nearest library, not the surgery. You can call the Dorset Digital Hotline on 01305 221048 during weekday business hours. Alternatively, you can pop into your nearest library and speak to a member of their staff to book an appointment.

This leaflet has been jointly developed with the input of The Barcellos Family Practice and The Cranborne Practice Patient Participation Groups.

Stay Connected Stay Healthy!



Patient Information Guide:

An introduction to Online Health 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.

About Online Health Services

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 (such as 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. However, they also offer many other advantages and benefits. The use of online services also saves the Practice time and resources.

This guide provides you with information on the apps and software you can use on a computer or phone to access health and wellbeing services online.

Why use online health and wellbeing services?

It's a convenient and secure way to access health services when and where you want. If more patients used digital services, Practice resources could be allocated to support improvements to other aspects of care services, including a better experience for patients, particularly those who still need to visit or use the phone.

What are the digital tools offered to our patients?

- NHS App Services (NHS login required)
- SystmOnline Patient Access (SystmOnline login required)
- SystemConnect (no login required)

Using NHS App services

The NHS App is a quick, safe, and simple way to access your healthcare services anytime from your smartphone, tablet, or computer.

What You Can Do in the App

- **Order & track repeat prescriptions:** Send requests directly to your chosen pharmacy.
- **View your medical records:** Check test results, immunisations, and medical history.
- **Manage appointments:** Book, view, or cancel routine GP appointments.
- **Check symptoms & get advice:** Find urgent help through NHS 111 online.
- **Manage organ donation:** Update your organ donation decision easily.

How do I sign up?

Setting up the NHS App takes only a few minutes and does not require you to visit the practice to get login details.

1. **Download the app:** Search for NHS App on the Apple App Store or Google Play Store.



2. **Create an NHS login:** Open the app and follow the on-screen instructions. If you do not already have a SystmOnline account, You will need an email address, mobile phone number, and a valid photo ID (such as a passport or UK driving licence) to confirm your identity.
3. **Start using it:** Once your identity is verified, you can log in securely using your fingerprint, face recognition, or a passcode.

Find out how to use the NHS App and get help with problems by scanning this QR code:

Prefer to use a computer?

You can also log into the NHS App features online via a web browser at www.nhs.uk/app.



Using SystmOnline Patient Access

SystmOnline is an online service that enables patients to manage various aspects of their healthcare . You can:

- **Order repeat prescriptions** quickly and easily
- **Book routine appointments** (varies between Practices)
- **View your patient record**
- **Check your test results**
- **Update your contact details**
- **Send secure messages** to the Practice.

You need to register to use SystmOnline, and, as you would expect for security and confidentiality, you need to provide proof of identity. Once you have provided your photo ID, your Practice will give you SystmOnline login details. Some GP Practices in the network accept requests by email. Please contact your GP Practice to enquire.



Systmonline is best accessed on a desktop computer and tablet. Once you have a SystmOnline login, you can access your SystmOnline account on a mobile device through **the Airmid App**, which offers many of the same services.