



## ONLINE APPOINTMENT BOOKING, PRESCRIPTIONS & ACCESS TO SUMMARY OF RECORDS

We are pleased to advise that our online service, SystemOnline, is now available via our website [www.phoenixsurgery.com](http://www.phoenixsurgery.com) and allows for the booking of GP appointments and the ordering of repeat prescriptions at any time. There is also a option (which must be selected when the account is created) of having access to your of your medical record if required. There will be information on drug sensitivities and allergies available and will have 'read coded' information .

In order to register for a SystemOnline account it will be necessary to complete the attached agreement form and **bring it into the practice in person** along with suitable proof of ID – photographic identification such as a passport or driving licence is preferred. The practice will then issue you with a registration letter providing you with a user name and password for the online system.

Before you apply to use SystemOnline, please read the following guidance regarding the booking of appointments over the internet and keep this page for your own reference.

### Reasons for Appointment

We would prefer that you enter a brief reason for your appointment in the box provided on the booking screen as this gives us the opportunity to ensure that it is appropriate for you to see a doctor rather than a nurse. However, as this will be viewable by reception staff, we understand that there may be occasions that you may not wish to do so completion of this field is optional.

### Missed Appointments

We would ask that if you will be unable to attend an appointment that you have booked online that you either contact us by telephone to cancel it, or cancel it yourself online so it can be offered to another patient. Whilst we realise that there can be valid reasons for not attending, we will be monitoring such occurrences on a regular basis and if you miss an appointment more than 3 times in one year we reserve the right to cancel your SystemOnline account although you will still be able to book appointments by telephone or in person at reception.

### Nurses' Appointments & Special Clinics (e.g. Antenatal, Minor Surgery, Cryotherapy etc)

Due to the nature of these appointments we regret we are **unable** to offer them online.

### Inappropriate Use

We will be monitoring the use of this service and are sure that you will find it most useful. If, however, we find that any users are abusing the service we reserve the right to revoke access to the service without prior warning and you will have to liaise with our reception team for appointments. We would consider inappropriate use as, for example, sending inappropriate or abusive messages, booking appointments and not using them more than 3 times a year, booking appointments for other family members using your name, regularly booking appointments and then cancelling them online at short notice, inappropriate appointments with the doctor etc.

**The Phoenix Surgery**

Dunwich Drive  
Swindon  
SN5 8SX



**Children**

Patients must be aged 16 years or over to register for their own SystemOnline account. For patients under this age, a parent or legal guardian with living at the same address may apply for access on their behalf subject to providing proof of their identity (e.g passport, Child Benefit documentation etc). However in order to comply with confidentiality rules following the introduction of online access to medical records this access will now be automatically revoked on the patient’s 12th birthday. The patient will then be unable to apply for an account in their own right until they are 16.

**APPLICATION TO USE TPP SystemOnline at Phoenix Surgery**

Full Name: .....

Address:.....

.....Post Code:.....

Telephone:.....Date of Birth:.....

I require online access to a summary of my medical records (please tick one box only):

YES  NO

Please also provide me with SystemOnline accounts for the following children at my home address and of whom I am a parent/legal guardian. I understand that these accounts will be revoked on the child’s 12th birthday:

Full Name	Date of birth	Relationship to child

**Declaration**

I confirm that the information provided on this application is correct to the best of my knowledge. I have understood, and will adhere to, the Practice Guidance for the use of SystemOnline and understand that failure on my part to adhere to the guidance may result in my online registration being suspended or terminated without prior warning and that this will in no way affect my registration with the practice. I also acknowledge that the Phoenix Surgery cannot be held accountable for any inconvenience, loss, damages or costs incurred as a result of the online booking system malfunctioning or being otherwise unavailable at any time.

Signed \_\_\_\_\_ Dated \_\_\_\_\_

**Please bring your completed application to the surgery along with documentary proof of identity for yourself and any children included on this application**