



Ibstock & Barlestone Surgeries

Traditional Values, Modern Healthcare

SystemOnline

Information Leaflet & Terms and Conditions

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What is SystmOnline?

SystmOnline is a website which allows you to:

- **Manage your appointments.** Including booking and cancelling your appointments.
- **Manage your prescriptions.** Including ordering your prescription and checking the status of your requests. You can also change your nominated pharmacy.
- **Send and receive secure messages to the practice.** Please note this is for non-urgent requests only.
- **Update/change your contact details.** Including your address, telephone number, marital status, consenting to receive SMS text messages and your preferred method of contact.
- **Complete health questionnaires.** For example you can let us know your smoking status and your alcohol consumption.
- **View parts of your medical records.** There are two types of access available.
Summary Record Access allows you to view allergies, medications, immunisations and other information as per your SCR preferences.

Detailed Coded Record access (DCR) will allow you to view additional coded entries, including but not limited to: test results, values such as height, weight, blood pressure, referrals, diagnoses and procedures. *Please note DCR is only available for patients aged 16 years and over. In the event of special circumstances, access for DCR for under 16's may be considered and granted at a clinicians discretion.*

Benefits of using SystmOnline:

- It's available 24 hours a day, 7 days a week, allowing you to access our services at your own convenience.
- It could save you a trip or a phone call to the surgery. You can use SystmOnline at home, at work or on the go, anywhere that you can connect to the internet!*
- You can nominate a representative to access your SystmOnline services on your behalf. This is known as "proxy access".

**SystmOnline is only available from within the UK.*

How do I get access to SystmOnline?

If you would like access to online services please complete an application form and hand it in to reception. You will need identification to register and for security and confidentiality reasons you will need to apply in person.

What proof of identification (ID) do I need to apply?

We require two pieces of level 3 identity evidence or one piece of level 3 identity evidence and one piece of level 2 identity evidence. Please note at least one form of ID must be **photographic**:

Level 3 Identity Evidence:

- Current Passport
- Current Driving License
- Bank, building society or credit union statement (dated within the last three months)
- Student loan account
- Armed forces ID card
- Secured loan account
- Original mortgage statement from a recognised lender (issued for the last full year)
- Proof of age (PASS) card containing a unique reference number

Level 2 Identity Evidence:

- Birth certificate
- Adoption certificate
- National 60+ bus pass
- Marriage certificate
- Mobile telephone contract
- Buildings, contents or vehicle insurance
- Residential property rental or purchase agreement
- Firearm certificate
- DBS Enhanced Disclosure Certificate
- An educational certificate (e.g. GCSE, GCE, A Level, O Level)

What if I do not have sufficient identification (ID)?

In some cases, it may be possible for a staff member to confirm your ID by a process known as vouching. Please inform reception when you hand in your application form if you do not have sufficient ID.

Things to Consider before you apply:

Before you apply for online access to your medical records there are some things you may wish to consider:

- **Forgotten history:** There may be something you have forgotten about in your record that you may find upsetting.
- **Abnormal results or bad news:** If you have access to test results you may see something you find upsetting to you. This may occur before you have spoken to a doctor to discuss them or whilst the surgery is closed and you cannot contact us.
- **Misunderstood information:** Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood.
- If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

What happens now I have applied?

Summary Record Access: Your application will be reviewed and your log-in details will be provided to you via your preferred method.

Detail Coded Record Access (DCR): DCR access is not automatically granted. Your application is reviewed by a clinician who has the right to grant or deny this request, if the request is denied you will be contacted to discuss why.

Whilst your application and medical records are being reviewed by a clinician, you will be registered for Summary Record Access, so that you are able to use services such as booking appointments and ordering repeat medications. If your DCR application is approved, we will contact you to make you aware that the service is now available to you.

Newly registered patients: Before we can grant DCR access we need to have received your full medical records from your previous practice. Please note that it can take up to 8 weeks to receive them.

What is “Proxy access”?

Definition of Proxy: *“a person authorised to act on behalf of another or the authority to represent someone else”.*

Patients may find it helpful if someone else, usually a family member, close friend or carer, has online access to their GP record on their behalf to assist in their care. This is called “Proxy Access”.

We do not recommend you give your log-in details to someone else. Instead we can give a representative access to your records via their own log-in.

How do I grant proxy access to SystemOnline?

If you wish to grant proxy access to a representative, please ask at reception for a Proxy Application form or download it from our website. Each proxy will need photographic Identification to register and for security and confidential reasons, each proxy will need to apply in person.

What happens next?

A staff member may contact the patient to ensure they have capacity to consent for a proxy to have access to their online medical records.

A clinician will review the application and make a decision to approve or deny the application. You will be informed of the outcome.

Can I still access online services myself if someone has proxy access?

Yes, you can still have your own log-in.

Does my proxy need to be registered at the practice too?

No, the proxy does not have to be a registered patient at Ibstock & Barlestone Surgeries.

Proxy access for children:

Proxy access may be given to the parent(s)/guardian(s) of children under the age of 13 years old.

How do I receive my log-in details?

Registration details and passwords can be provided in three different ways, please indicate which method you would prefer on your application form:

- **Collected in person from reception**

For security reasons, you will need to collect your log-in details and present photographic ID upon collection. We cannot give your log-in details to a third party. We can inform you that your log-in details are ready to be collected by telephone, SMS or email.

- **By SMS text message**

If you have provided a mobile phone number and consent to contact you via SMS, a verification link will be sent to your mobile phone. Once you have completed the verification process we can email your log-in details to you.

- **By email**

If you have provided an email address and consent to contact you via email, a verification link will be sent to your email address. Once you have completed the verification process we can email your log-in details to you.

What do I do if I have forgotten or lost my log-in details?

If you have **forgotten** your log-in details: Contact the Practice and we can arrange for your log-in details to be provided in one of the 3 ways stated above.

If you have **lost** your log-in details: Inform the practice as soon as you can. We will be able to review your account and check for any potential misuse. For more information please see the “unauthorised access” section on the back page.

Errors or Omissions:

In the event of your medical records containing errors or omissions, it is important you highlight such findings to the practice as soon as possible. Please address all such queries to the practice **in writing**.

Unauthorised Access:

- If you know or suspect that your SystemOnline account has been accessed by someone that you have not agreed should use it, then you should change your password immediately. If you are not able to change your password then you should contact the surgery so we can disable your account until a time when you are able to reset your password.
- If you know or suspect that your SystemOnline account has been accessed by someone that you have not agreed should use it, then you should report this to the practice. We will be able to review your account and check for any potential misuse.
- If you think that you might come under any pressure to give access to your SystemOnline account to someone else unwillingly - then you should not apply for access.
- If someone tried to force or coerce you into sharing your login details then you should contact the practice as soon as possible. The practice is able to suspend or disable your account when coercion is suspected.

Terms and Conditions:

1. Applications are one per patient.
2. Registration details and passwords can ONLY be given to the patient and not a third party.
3. We do not advise that you give your log-in details to a third party. If you wish for a third party, such as a carer or relative to have access to your on-line account, please complete a "Proxy" registration form. Each patient can have a maximum of 2 proxies.
4. Applications for detailed coded records are subject to a review by clinician.
5. The practice has the right to decline a patients application for online services. Where a patient is declined access, a reason will be given at the discretion of the partners.
6. Online appointments that are no longer required should be cancelled as soon as possible by the patient. This allows the surgery to offer that appointment to another patient.
7. Misuse of online facilities is not permitted. Where it is considered that a patient or person is misusing online services, access may be removed. Patients will be informed in writing if their access is removed.
8. Changes of details are subject to validation after submission:
 - Change of name: Can be validated by a marriage certificate or deed poll certificate.

Please ensure you provide proof as soon as possible as your details will not be changed without it.

Online security:

- It will be your responsibility to keep your login details and password safe and secure. We advise you to make your password easy to remember but it should not be based on something that would make it easy for someone else to work out or guess.
- Please ensure that your computer or device (such as tablet or smartphone) that you use to access SystemOnline is protected by a password or PIN.
- We advise that antivirus software should be used where possible and be aware that any software installed onto the same device may compromise the security of your device.
- Ensure that you log out of your web browser after you have finished using SystemOnline in order to prevent unauthorised access or misuse.
- Do not allow your web browser to store your username and password. This will also help to prevent unauthorised access and misuse.
- If you have visual difficulties and use auto electronic readers, then please be careful to avoid being over heard, especially in public places.
- If you print out any information from your account/record, it is your responsibility to keep this information safe and secure. We recommend that you do not make copies at all in order to ensure your information is kept safe.