



TPP SystmOne user guide for care home staff | ordering repeat medication online for care home residents

Logging in for the first time

When the local GP practice has set you up as a proxy for the resident, your care home manager will get an email from them with your log in details. They will look like the example below:

Username: marymill160363

Password: GywTK&6G

Account ID: 123456789

Passphrase: 7hyjk5k&%sT

Passwords must be kept safe and secure and never shared.

Go to the SystmOnline log-in page to enter your details: <u>https://systmonline.tpp-</u> uk.com/2/Login?Date=20170927133643

You will see the screen like the one below. You need to:

- enter Username and Password details from the email
- enter account the ID and Passphrase from the email if you are asked to do so

Systmonline PATIENT ONLINE SERVICE	tpp
Login	
If you already have a username and password, enter them here. If you do not have a username and password, contact your practice to register for SystmOnline.	
Username Password	
Login	
Eve forgotten my password	
Link Account If you have been given an account ID and linkage information by your practice, you can sign up below.	
Sign.up	
Third Party Linked Account	
Reset Third Party Linked Accounts Re-Issue Third Party Passphrase	
For any further questions or assistance, contact your practice.	
App Store	







• change the password

Systmonline Patient online service	for this site? paulaticinson020279	save joor position
Change Password Enter your current password and then the password you want to u	use from now on.	
Passwords are case sensitive and must:		
 be at least 8 characters long contain at least one letter (a-2) contain at least one numeric character (0.9) contain at least one other character (e.g. I*£\$%). 		
Your name should not be in your password. Current password New password Confirm new password		₿¢
Submit		

When the password has been changed you will be logged into your online user account.

Finding the resident, you need to order for

Once you are logged in, you will see the name of the practice and a list of the residents you can order repeat medication for. The example below only shows one name, but you may have a longer list to choose from.

• Click on the **name of the resident** you need to place an order for.

	systmonline	tp	p
	TARTENT ONCINE SERVICE	Help	Logout
	Choose Patient You can access online services on behalf of the following patients. Select the patient whose account you want to access.		
	Mr Scridonotuse Xxtestpatientdzbhg		
Fu – c rec	Il list will be displayed here click on the patient you are questing medication for		







• Then click on the Medication and **Request medication** links.

		3		1	tpp	S
Appointments	Medication	Record	s A	Account	Treep	cogour
Mr Scrdonotuse Xxtestpatientdzbhg NHS Number: 999 024 6858 Date of birth: 13 Oct 1996	Berkeley Pi Berkeley Place Surgery, 1 Gloucestersh Usual GP: Dr Current user: M	ice Surgery High Street, Chelter re, GL52 6DA Michael Ellis r Paul AtkInson	Genera nham, Genera	l: 01242 513975 l: 01242573704		
Note: Grey links r	epresent features which ha	ve been disabled t	ay Berkeley Place Sur	gery		
Appointr	nents	🖑 Med	ication			
Book Appoint Future Appoint Past Appointr	ment ntments nents	Reque Outsta Chang	st Medication inding Prescription Re e Pharmacy	equests		
Records		Acce	ount			
Patient Recor Summary Pat Childhood Va View Tast Re Record Audd Questionnaire Manage Shar Sharing Requ Consent to St	d ient Record ccinations suits is ing Rules ests nare Settings	Messa Chang Chang Xotast Chang Manag Link A Reset Accou	ges e Contact Details for e Contact Details for patientd2bhg te Password ge Online Services te Account Users ccount Account nt Information	Mr Paul Atkinson Mr Scrdonotuse		

- Once you have clicked on **Medication**, you will be taken to the medications ordering page. Medication that can be ordered for the resident will be displayed in a list.
- You can select either **Request existing medication** or **Make custom request**. You can't select both at the same time.

Request existing medication

Click the **Request existing medication button** and tick the item(s) you want to request. Clicking on the items again will de-select them.

			Home	
Appointments	Medication	Records	Account	
Mr Scrdonotuse Xxtestpatientdzbhg NHS Number: 999 024 6858 Date of birth: 13 Oct 1996	Berkeley Pia Berkeley Piace Surgery, 11 Gloucestershi Usual GP: Dr Current user: Mo	ce Surgery High Street, Cheltenham, re, GL52 6DA Michael Ellis Paul Atkinson	General: 01242 513975 General: 01242573704	
Medication				
Tick the items you would like to the order and add additional no request using the 'Medication r	order and press the 'Conti bles before it is sent. If the i equest notes' field.	nue' button. You will then h tem you require is not lister طار	ave the opportunity to review d then make a custom	
Once your request has been so medication ready for collection	ubmitted, a member of staff	at the practice will process	your request and issue the	
Request existing medication	1			
Recent Medication				
Isotretinoin 20mg of 28 - 1 od Last Issued: 09 May 201	apsules 17			
Regular Medication				
Paracetamol 500m 32 tablet - tabe 1 or 2 4 Last Issued: Never	g tablets times/day			
Make custom request				
Medication request note You can use this field to cr	s reate a custom medication	equest using free text.		
Notes entered into this f	ield may be visible to all s	taff at the practice		
Continue				





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Make a custom request and request existing medication

To order items that are on the list and also make a custom request you should tick the listed items and then select **Continue**. This will take you to a new page that allows to write a free text note to the practice.

Appointments	Medication	Records	Account			
Mr Scrdonotuse Xxtestpatientd2bhg NHS Number: 999 024 6858 Date of birth: 13 Oct 1996	Berkeley Pl Berkeley Place Surgery, 1 Gloucestersh Usual GP: D Current user: N	ace Surgery I High Street, Cheltenham, Ire, GL52 6DA Michael Ellis Ir Paul Atkinson	General: 01242 513975 General: 01242573704			
Medication						
Tick the items you would like t the order and add additional n request using the 'Medication	o order and press the 'Con' otes before it is sent. If the request notes' field.	inue' button. You will then he item you require is not listed	ave the opportunity to review then make a custom			
Once your request has been a medication ready for collection	ubmitted, a member of stat h.	f at the practice will process	your request and issue the			
Request existing medication	n					
Recent Medication						
Drug						
Isotretinoin 20mg	capsules					
Last Issued: 09 May 20	17					
Regular Medication						
Drug						
Paracetamol 500m	g tablets					
32 tablet - take 1 or 2 4	times/day					
Make custom request						
Medication request note						
You can use this field to c	reate a custom medication	request using free text.				
T						
Notes entered into this	Notes entered into this field may be visible to all staff at the practice					
	-					
Request Medication						

Once the **Request medication** button is selected a custom message from the practice will appear as confirmation and summary of the medication that has been ordered. This can be printed, if required.

			Home	
Appointments	Medication	Records	Account	
Mr Scrolonotuse Xxtestpatientdzbhg NHS Number: 999 024 6658 Date of birth: 13 Oct 1996	Berkeley Pla Berkeley Place Surgery, 11 Gloucestershi Usual GP: Dr Current user: Mr	ice Surgery High Street, Cheltenham, re, GL52 6DA Michael Ellis Paul Atkinson	General: 01242 513975 General: 01242573704	
Medication Order S	ummary			
A request was sent to the prac	tice to prescribe the followin	g items on 20 Sep 2017 11:	19	
This prescription will be availat Your prescription will be ready	ble to collect from 25 Sep 20 for collection in two working	17 days (after 2pm)		
Rem Notes Paracetamol 500mg tablets testing	please ignore.			
Medication request note this is a custom message	s			
Print Confirmation Return to	Medication			











• You will then see an order confirmation screen

10/3/2019 Medication Order Confirmation https://systmonline.tpp-uk.com/2/RequestMedication 1/1 Home Help Logout Appointments Medication Records Account

Mrs Joyce Test NHS Number: xxxxxx Date of birth: 06 Jul 1939 Hatfield Heath Surgery Hatfield Heath Surgery, Broomfields, Hatfield Heath, Bishop's Stortford, Essex, CM22 7EH Usual GP: Dr Rasheed Aziz Appointments: 01279730616 General: 01279 730616

Current user: Ms Alison Taylor

Please give at least FOUR full working days' notice to collect medication.

Please give at least TWO full working days' notice to collect a signed prescription.

We value your feedback about all of our services. Copy and past the link below into your browser address bar to complete our friends and family survey. <u>http://www.edensurgeries.co.uk/FriendsAndFamily</u>

Medication Order Summary

A request was sent to the practice to prescribe the following items on 03 Oct 2019 10:21 This prescription will be available to collect from 10 Oct 2019.

Please allow four full working days for your prescription to be processed. Please collect after 2pm. Please note repeat requests will only be processed between 9am and 5 pm Monday to Friday. Please note the Hatfield Broad Oak site closes at 1pm on Wednesday and Fridays.

Medication request notes

Test please ignore and delete Print Confirmation or save as PDF and then Return to Medication







Changing the resident or GP practice

To change the resident you want to order for, click on **Home** (see below). The under the **Account** heading, select **Alternate patient or practice.** Make your selection from the options that follow. To order medication for a patient, start again using the steps above.

• click on Home



• Click on View Alternative Patient/Practice



• Choose Patient Screen, and select the next resident

