

TPP SystemOne 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:

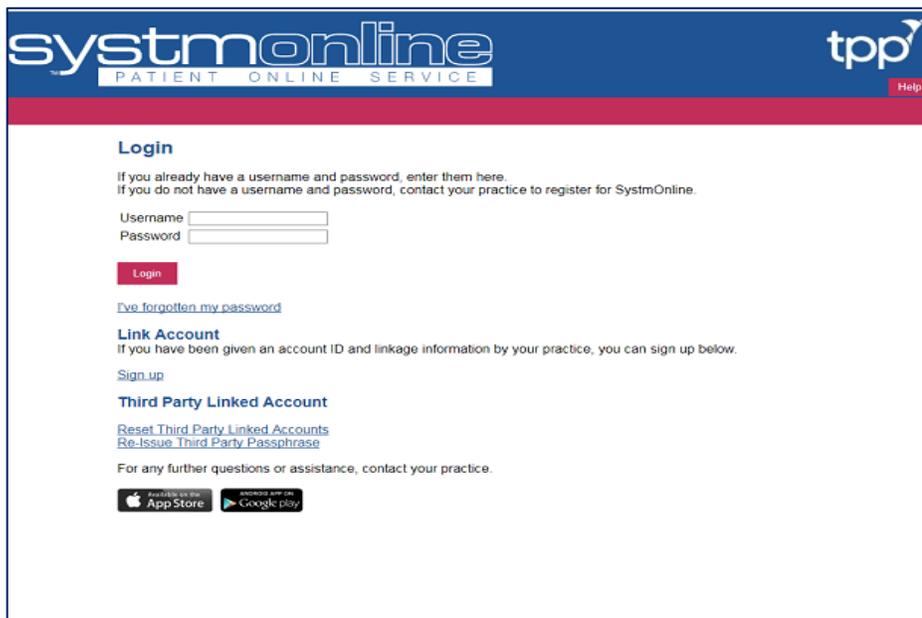
Username: marymill160363
Password: GywTK&6G
Account ID: 123456789
Passphrase: 7hyjk5k&%sT

Passwords must be kept safe and secure and never shared.

Go to the SystemOnline log-in page to enter your details: <https://systmonline.tpp-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



- change the password

systemonline
PATIENT ONLINE SERVICE

Change Password
Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must:

- be at least 8 characters long
- contain at least one letter (a-z)
- contain at least one numeric character (0-9)
- contain at least one other character (e.g. !£\$%)

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.

systemonline
PATIENT ONLINE SERVICE

tppt
Help Logout

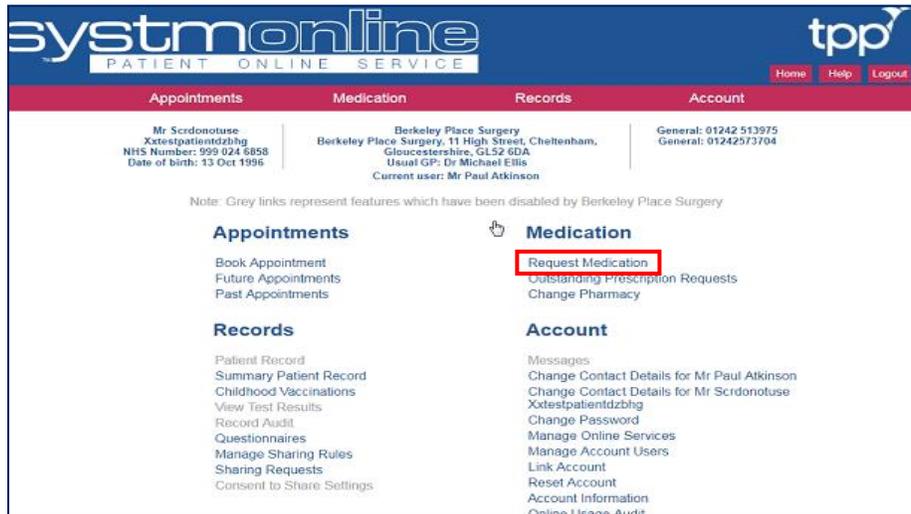
Choose Patient
You can access online services on behalf of the following patients. Select the patient whose account you want to access.

Berkeley Place Surgery

Mr Scardonoluse Xvtestpatientdzbihg

Full list will be displayed here – click on the patient you are requesting medication for

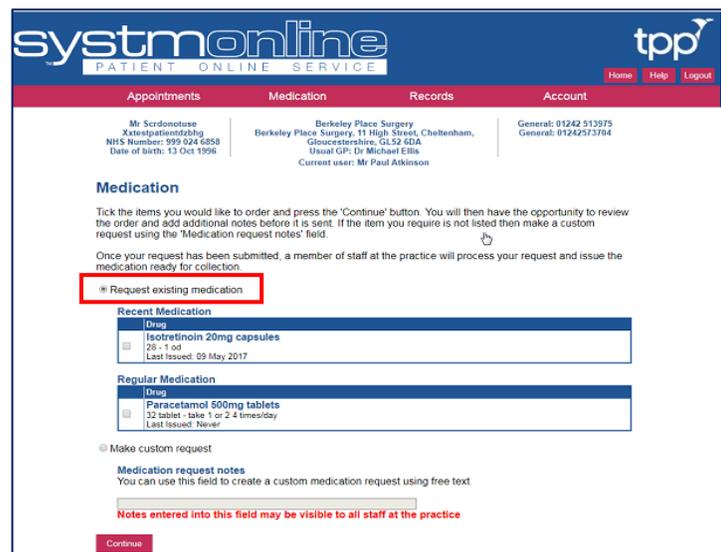
- Then click on the Medication and **Request medication** links.



- 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.



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
Xstestpatientendzähg
NHS Number: 999 024 6858
Date of birth: 13 Oct 1996

Berkeley Place Surgery
Berkeley Place Surgery, 11 High Street, Cheltenham,
Gloucestershire, GL52 6DA
Usual GP: Dr Michael Ellis
Current user: Mr Paul Atkinson

General: 01242 513975
General: 01242573704

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

Request existing medication

Recent Medication

Drug
<input type="checkbox"/> Isotretinoin 20mg capsules 20 - 1 od Last issued: 09 May 2017

Regular Medication

Drug
<input type="checkbox"/> Paracetamol 500mg tablets 32 tablet - take 1 or 2 4 times/day Last issued: Never

Make custom request

Medication request notes
You can use this field to create a custom medication request using free text.

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.

systemonline PATIENT ONLINE SERVICE tpp

Home Help Logout

Appointments **Medication** **Records** **Account**

Mr Scrdonotuse
Xstestpatientendzähg
NHS Number: 999 024 6858
Date of birth: 13 Oct 1996

Berkeley Place Surgery
Berkeley Place Surgery, 11 High Street, Cheltenham,
Gloucestershire, GL52 6DA
Usual GP: Dr Michael Ellis
Current user: Mr Paul Atkinson

General: 01242 513975
General: 01242573704

Medication Order Summary

A request was sent to the practice to prescribe the following items on 20 Sep 2017 11:19

This prescription will be available to collect from 25 Sep 2017
Your prescription will be ready for collection in two working days (after 2pm)

Item	Notes
Paracetamol 500mg tablets	(testing please ignore)

Medication request notes
this is a custom message

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: xxxxxxxx

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. <http://www.edensurgeries.co.uk/FriendsAndFamily>

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

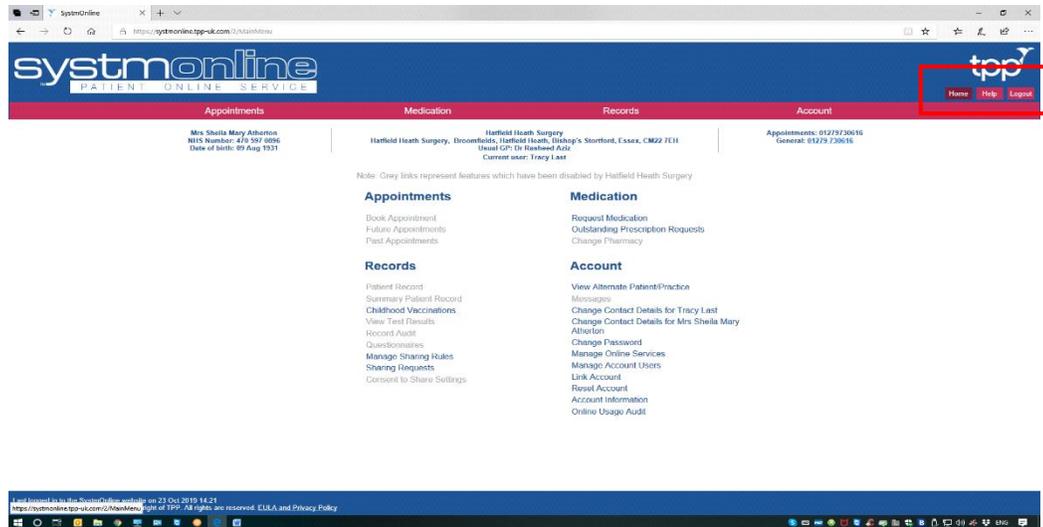
Test please ignore and delete

Print Confirmation or save as PDF and then Return to Medication

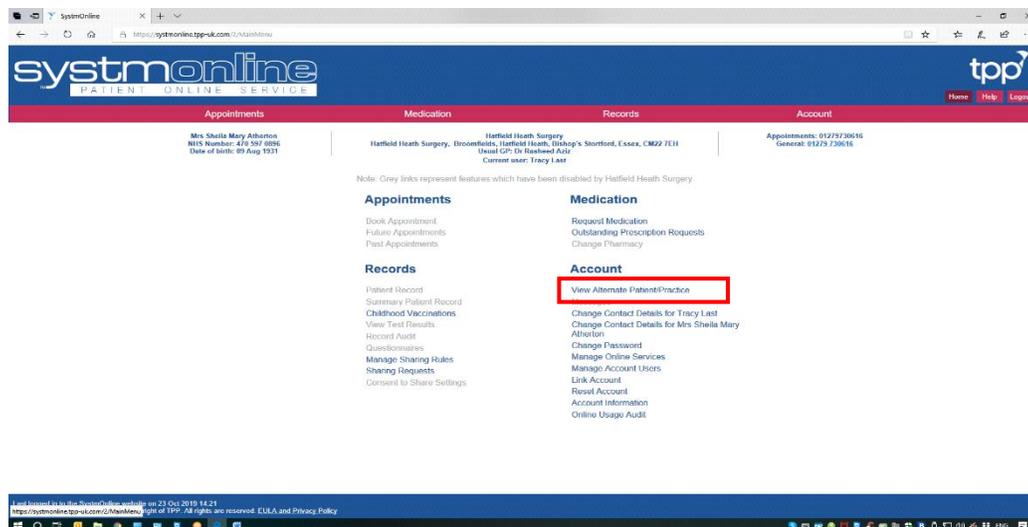
Changing the resident or GP practice

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