

TPP Patient Access user guide for authorised care home staff | Accessing information via GP online services by proxy

NOTE: If you are already set up as a proxy user, on the home page of the resident you select, you will see that **Medical record information** is activated where access has been given. Just click to access the record.

Logging in for the first time

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

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

Passwords must be kept safe and secure and never shared.

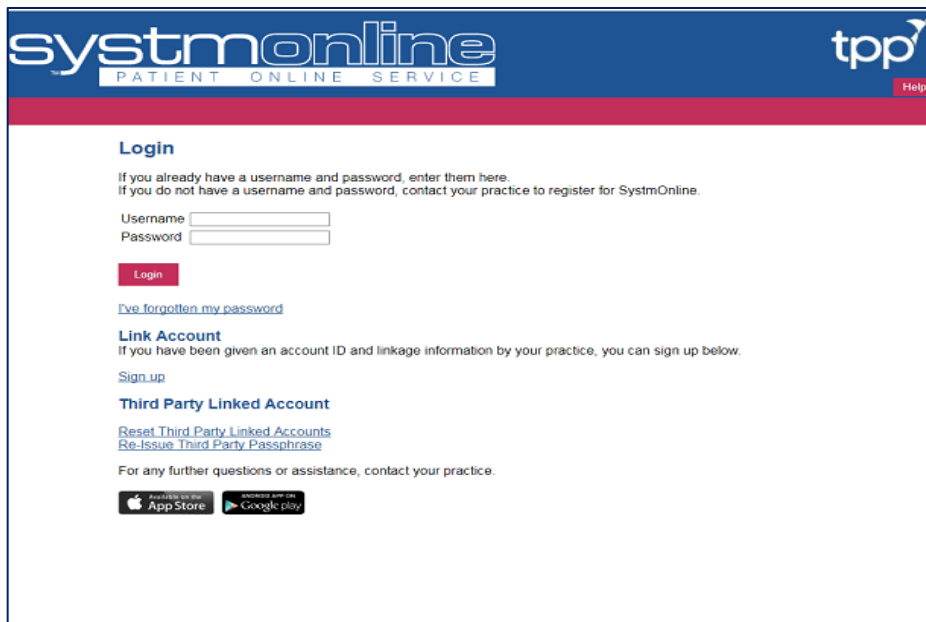
Go to the SystemOnline log-in page to enter your details: <https://systmonline.tpp-uk.com/2/Login?Date=20170927133643>

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

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



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 whose GP online records you can access as their proxy. The example below only shows one name, but all the residents you can act as a proxy for will be shown here.

- Click on the **name of the resident** you need to act for



- Then click on the links for the parts of the GP record you wish to access for the resident

Appointments

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Coronavirus (COVID-19)

Get information about coronavirus on NHS UK

Do not book a GP appointment if you think you might have coronavirus. Stay at home and avoid close contact with other people.

Use the 111 coronavirus service to see if you need medical help.

Appointments

- Book Appointment
- Future Appointments
- Past Appointments

Medication

- Request Medication
- Outstanding Prescription Requests

Records

- Patient Record
- Summary Patient Record
- Childhood Vaccinations
- New Test Results
- Record Audit
- Questionnaires

Account

- Messages
- Change Contact Details for Alison Taylor
- Change Contact Details for Mrs Pamela Caller
- Change Password
- Manage Online Services
- Manage Account Users

Record views

Patient Record view – filtered by date (set by practice) and GP

Patient Record (Page 1/1)

The information displayed on this page has been taken from Hatfield Heath Surgery

Show events between 12/10/2019 and 12/10/2020

Include data recorded with an unknown date

Recorded by Dr Katharine Orton (Clinical Practitioner Access Role)

Entry type

Text Search

Go

Date	GP	Practice
16 Apr 2020	Dr Katharine Orton (Clinical Practitioner Access Role)	Hatfield Heath Surgery (General Practice)
Coded entry	Severe itally (Kabdd)	
Coded entry	Severe itally (Kabdd)	
Problem	Severe itally (Kabdd)	

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Summary Patient Record view

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Appointments

Mrs Pamela Caller
NHS Number: 410 596 0938
Date of birth: 21 Jul 1939

Medication

Hatfield Heath Surgery
Hatfield Heath Surgery, Broomfields, Hatfield Heath, Bishop's Stortford, Essex, CM22 7EH
Usual GP: Dr Rasheed Aziz
Current user: Alison Taylor

Account

Appointments: 01279730616
General: 01279 730616

Summary Patient Record

The allergies, sensitivities and medication displayed below have been taken from Hatfield Heath Surgery

Allergies and Sensitivities

Start Date	Details
08 Jul 2003	Sensitivity: SULFADIAZINE

Acute Medication (issued in the last 12 months)

Date Prescribed	Details
08 Oct 2020	Cathejell Lidocaine C (Teleflex) - 1 pack of 12.5 gram(s) - use as directed
08 Oct 2020	GB all silicone catheter with pre-filled syringe of purified water for balloon inflation and empty syringes for balloon deflation male 14CH 4833-0514 10ml balloon (Great Bear Healthcare Ltd) - 1 catheter - use as directed
08 Oct 2020	GB3S drainable night drainage bag 10GB3S 2litre (Great Bear Healthcare Ltd) - 3 packs of 10 bag - use as directed
02 Oct 2020	Cyclizine 50mg/1ml solution for injection ampoules - 3 ampoule - 50mg SC three times daily as required for nausea and vomiting
02 Oct 2020	Hyoscine butylbromide 20mg/1ml solution for injection ampoules - 3 ampoule - 20mg sc every 4hrs as required for secretions and muscle spasms
02 Oct 2020	Midazolam 10mg/2ml solution for injection ampoules - 3 ampoule - 2.5-5mg sc every two hours as required for sedation
02 Oct 2020	Morphine sulfate 10mg/1ml solution for injection ampoules - 3 ampoule - 2.5-5mg SC every 2-4hours prn for pain and shortness of breath
02 Oct 2020	Water for injections 10ml ampoules - 10 ampoule - use to mix with drugs in syringe driver
21 Apr 2020	Cavilon Durable barrier cream (3M Health Care Ltd) - 28 gram - use as directed

Current Repeat Medication

Date Last Issued	Details
15 Sep 2020	Conotrane cream (Karo Pharma) - 5 packs of 100 gram(s) - apply as needed
16 Sep 2020	Enimax vaginal cream (Aerona Pharma Ltd) - 1 pack of 600 gram(s) - use as directed

Childhood Vaccinations view

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Appointments

Mrs Pamela Caller
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Date of birth: 21 Jul 1939

Medication

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Childhood Vaccinations

The vaccinations grid below shows the current national routine vaccination schedule. Please note that the routine immunisation schedule has changed over recent years and not all the vaccines may have been available to this patient. Please check with the NHS Choices website (www.nhs.uk) for more details on vaccinations. The information displayed on this page has been taken from Hatfield Heath Surgery

Vaccination	8 wks	12 wks	16 wks	12 mths	40 mths	13-18 yrs
Diphtheria	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939		1st Booster Due on: 21 Nov 1942	2nd Booster Due on: 21 Jul 1953
Tetanus	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939		1st Booster Due on: 21 Nov 1942	2nd Booster Due on: 21 Jul 1953
Pertussis	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939		1st Booster Due on: 21 Nov 1942	
Polio	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939		1st Booster Due on: 21 Nov 1942	2nd Booster Due on: 21 Jul 1953
HIB	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939	1st Booster Due on: 21 Jul 1940		
Hep. B	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939	Part 3 Due on: 10 Nov 1939			
Pneumococcal	Part 1 Due on: 15 Sep 1939		Part 2 Due on: 10 Nov 1939	Part 3 Due on: 21 Jul 1940		
Rotavirus	Part 1 Due on: 15 Sep 1939	Part 2 Due on: 13 Oct 1939				
Men. A						Part 1 Due on: 21 Jul 1953
	Part 1		Part 2	Part 3		

Test Results filtered by date (set by practice) view

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Appointments
 Mrs Pamela Caller
 NHS Number: 410 596 0938
 Date of birth: 21 Jul 1939

Medication
 Hatfield Heath Surgery
 Hatfield Heath Surgery, Broomfields, Hatfield Heath, Bishop's Stortford, Essex, CM22 7EH
 Usual GP: Dr Rasheed Aziz
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Records

Account
 Appointments: 01279730616
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Test Results

This page allows you to view your test results after they have been processed by Hatfield Heath Surgery

Show results between and Go

Date	Result Type	Details	View Result
15 Aug 2020	Pathology	SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative. Read	View
12 Sep 2020	Pathology	SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative	View
09 Oct 2020	Pathology	SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative	View

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Last logged in to the Systmonline website on 12 Oct 2020 15:25
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View further info on specific test result

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View Test Result

Clinician viewed	09 Oct 2020
Result type	Pathology
Tests	SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative
Filed by	UNKNOWN - 09 Oct 2020 19:51
Result	Unknown
What you need to do	No Further Action

Specimen
 Specimen Type: Cmb swb spc orophryn/nasophryn
 Specimen Reference#: 1
 Collected: 09 Oct 2020
 Received: 09 Oct 2020
 Provider Sample ID: AAC40826380

Pathology Investigations
 SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) RNA (ribonucleic acid) detection result negative (Y20d2) PHE informed. No notifiable disease notification needed.

General Information
 Service Type: New
 Status: Unspecified
 Provider Report ID: 20201009180031AAC40826380
 Report Date: 09 Oct 2020

Message Recipient
 GP - COVIDpillar2
 Position: Healthcare Professional

Other test results view

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Appointments Medication Records Account

Mrs Pamela Caller
NHS Number: 410 596 0938
Date of birth: 21 Jul 1939

Hatfield Heath Surgery, Broomfields, Hatfield Heath, Bishop's Stortford, Essex, CM22 7EH
Usual GP: Dr Rasheed Aziz
Current user: Alison Taylor

Appointments: 01279730616
General: 01279 730616

Test Results

This page allows you to view your test results after they have been processed by Hatfield Heath Surgery.

Show results between and

Date	Result Type	Details	View Result
17 Jul 2020	Pathology	Renal function tests Liver function tests Serum TSH level HbA1c (MONITORING) Serum total 25-hydroxy vitamin D level Full blood count	<input type="button" value="View"/>

View further information on test results

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Appointments Medication Records Account

Mrs Pamela Caller
NHS Number: 410 596 0938
Date of birth: 21 Jul 1939

Hatfield Heath Surgery, Broomfields, Hatfield Heath, Bishop's Stortford, Essex, CM22 7EH
Usual GP: Dr Rasheed Aziz
Current user: Alison Taylor

Appointments: 01279730616
General: 01279 730616

View Test Result

Clinician viewed	17 Jul 2020
Result type	Pathology
Tests	Renal function tests Liver function tests Serum TSH level HbA1c (MONITORING) Serum total 25-hydroxy vitamin D level Full blood count
Filed by	Dr Sara Asbury at Hatfield Heath Surgery (NHS West Essex CCG) - 28 Jul 2020 15:37
Result	Satisfactory
What you need to do	No Further Action

Specimen
Specimen Type: TYPE UNSPECIFIED
Specimen Reference# 1
Collected: 17 Jul 2020
Received: 17 Jul 2020
Provider Sample ID: 0076341678UE

Pathology Investigations

Renal function tests
Serum sodium level 140 mmol/L [133.0 - 146.0]
Serum potassium level 4.5 mmol/L [3.5 - 5.3]
Serum creatinine level 110 umol/L [53.0 - 97.0]
Above high reference limit
Glomerular filtration rate 41 mL/min [60.0 - 150.0]
Below low reference limit
GFR INTERPRETATION Result is compatible with stage 3B CKD
GFR COMMENT Interpret eGFR with caution for people with extremes of muscle mass.

Request repeat medication

- 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.

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

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Appointments Medication Records Account

Mr Scrdonotuse
Xtestpatientdzbbg
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
Generat: 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 28 - 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

Continue

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

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Date of birth: 13 Oct 1996

Berkeley Place Surgery
Berkeley Place Surgery, 11 High Street, Cheltenham,
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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

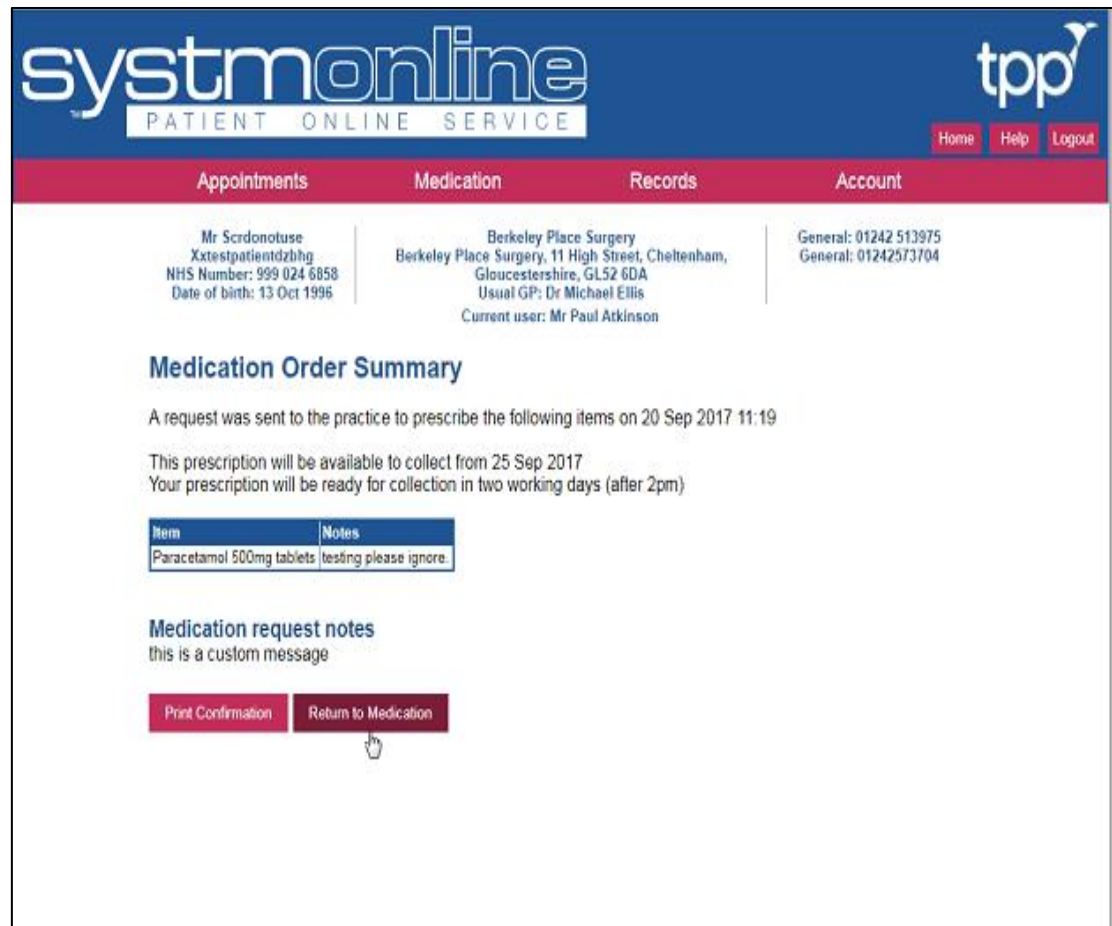
Make custom request

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 message from the practice will appear as confirmation and summary of the medication that has been ordered. This can be printed, if required.



The screenshot shows the 'systemonline PATIENT ONLINE SERVICE' interface. At the top right, there are links for 'Home', 'Help', and 'Logout'. Below the header is a navigation bar with 'Appointments', 'Medication', 'Records', and 'Account'. The main content area displays patient information for Mr Scrdonotuse, practice details for Berkeley Place Surgery, and contact numbers. A 'Medication Order Summary' section states that a request was sent on 20 Sep 2017 for Paracetamol 500mg tablets, which will be available for collection from 25 Sep 2017. A table lists the item and notes. At the bottom, there are buttons for 'Print Confirmation' and 'Return to Medication'.

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Home Help Logout

Appointments Medication Records Account

Mr Scrdonotuse
Xxtestpatientdzhhg
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
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 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

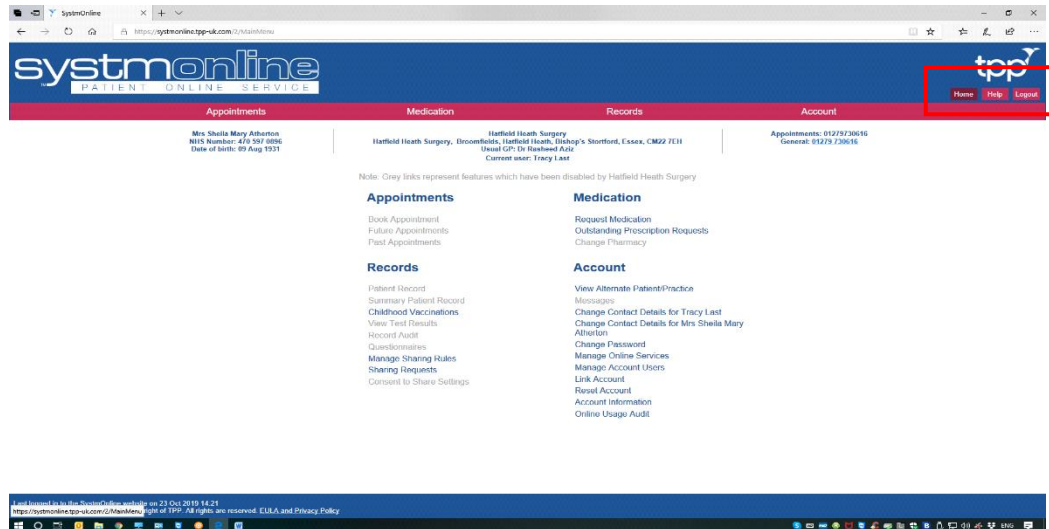
Test please ignore and delete

Print Confirmation or save as PDF and then Return to Medication

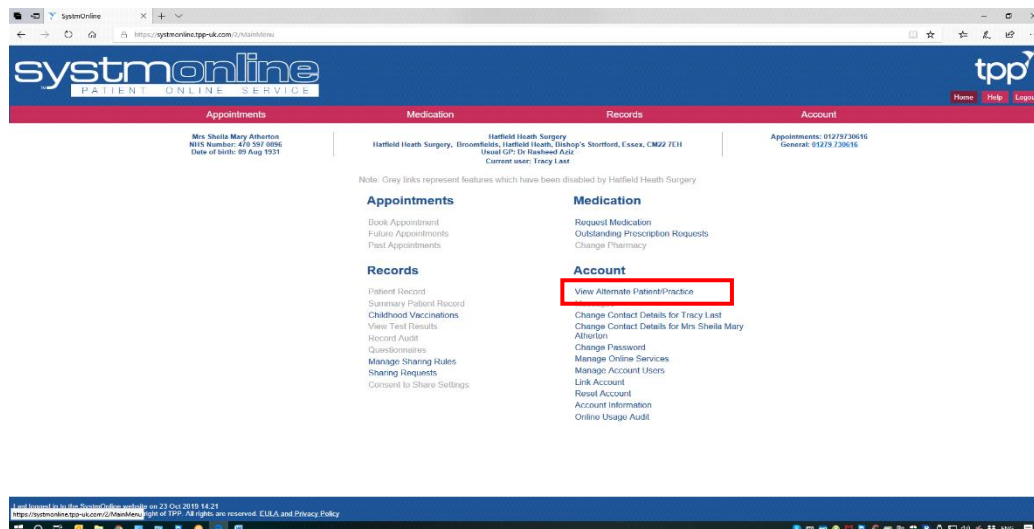
Changing the resident or GP practice

To change the resident you want to order for, click on **Home** (see below). Then 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