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:

Username: marymill160363

Password: GywTK&6G

Account ID: 123456789

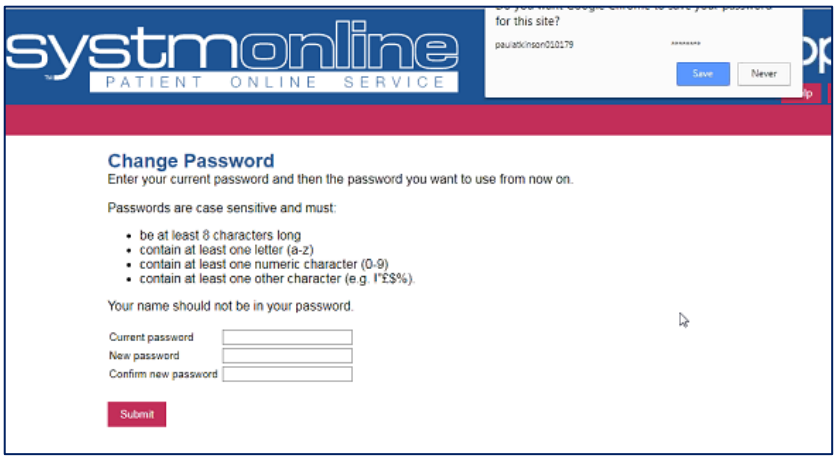
Passphrase: 7hyjk5k&%sT

Passwords must be kept safe and secure and never shared.

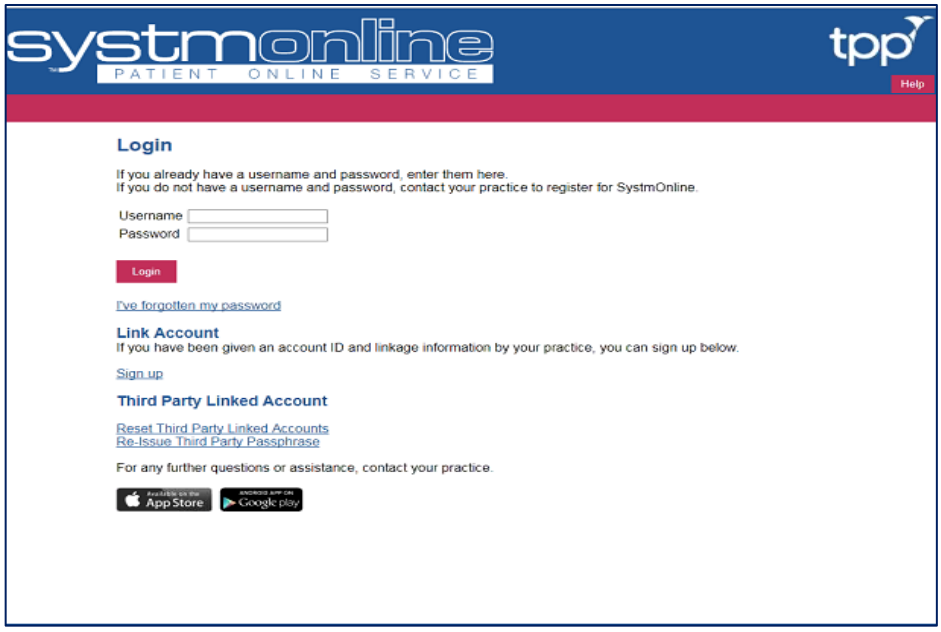
Go to the SystmOnline log-in page to enter your details: https://systmonline.tpp-uk.com/2/Login?Date=20170927133643

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.

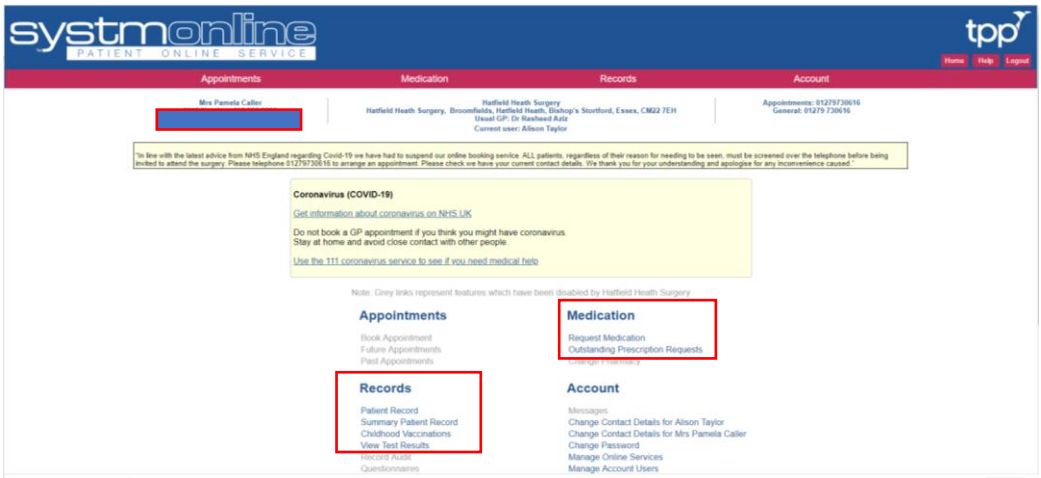


Finding the resident you need to order for

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

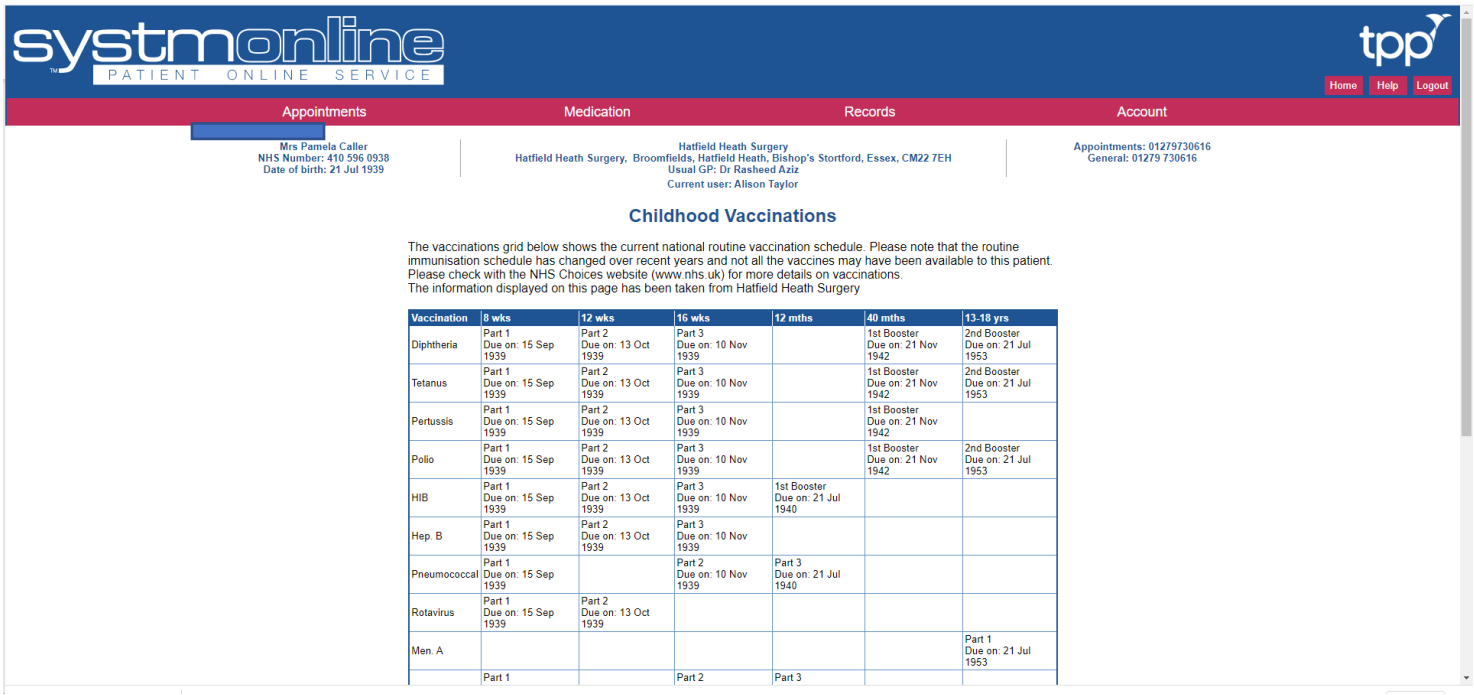


Record views

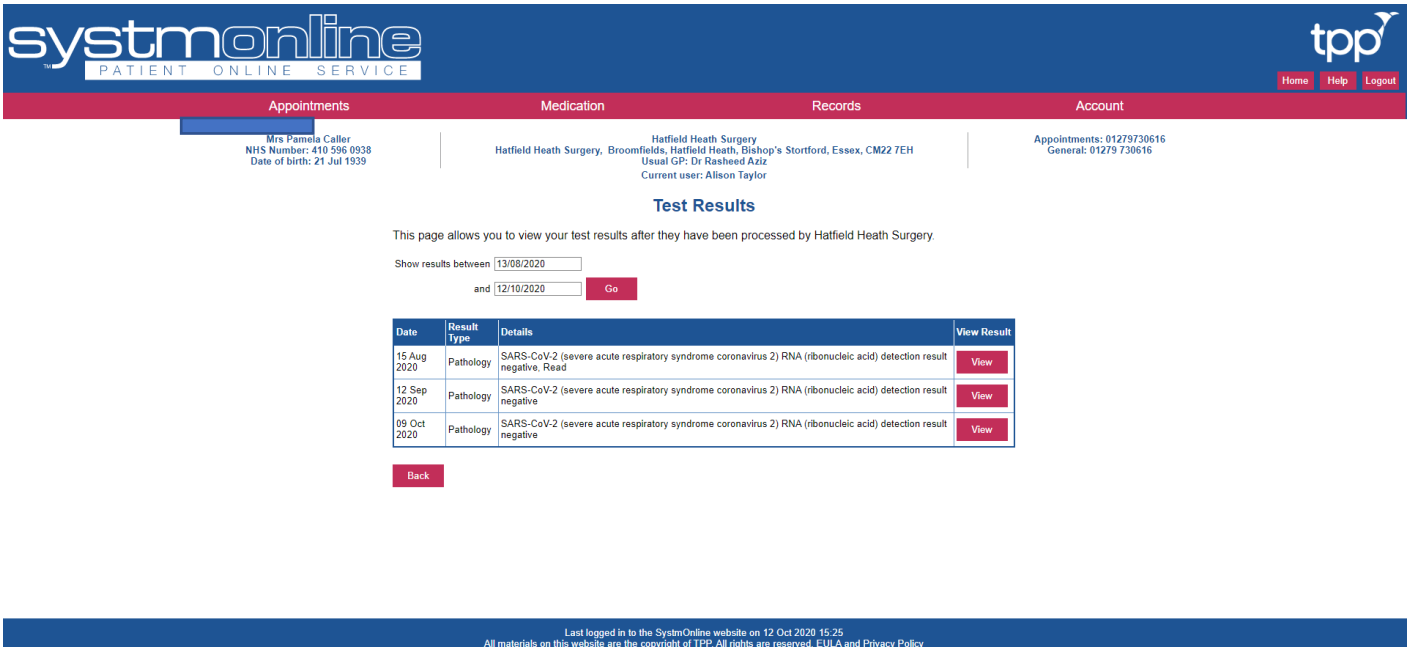
Patient Record view – filtered by date (set by practice) and GP

Summary Patient Record view

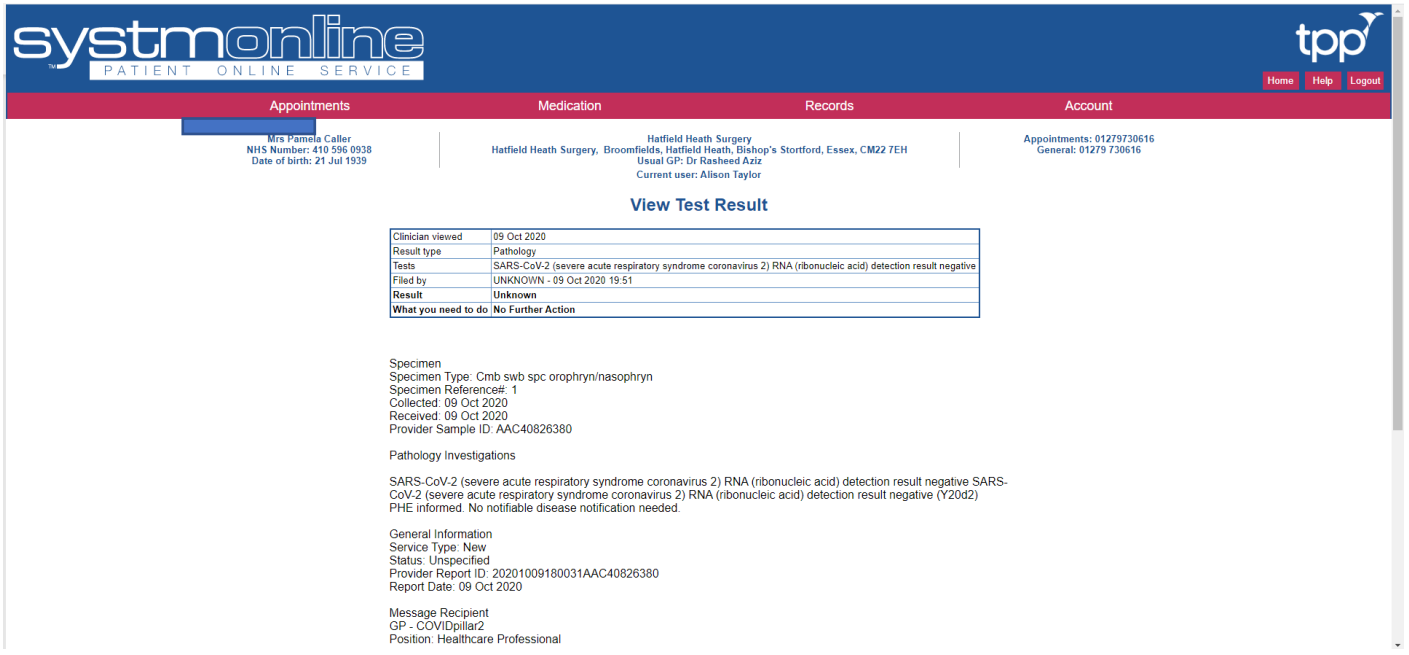
Childhood Vaccinations view



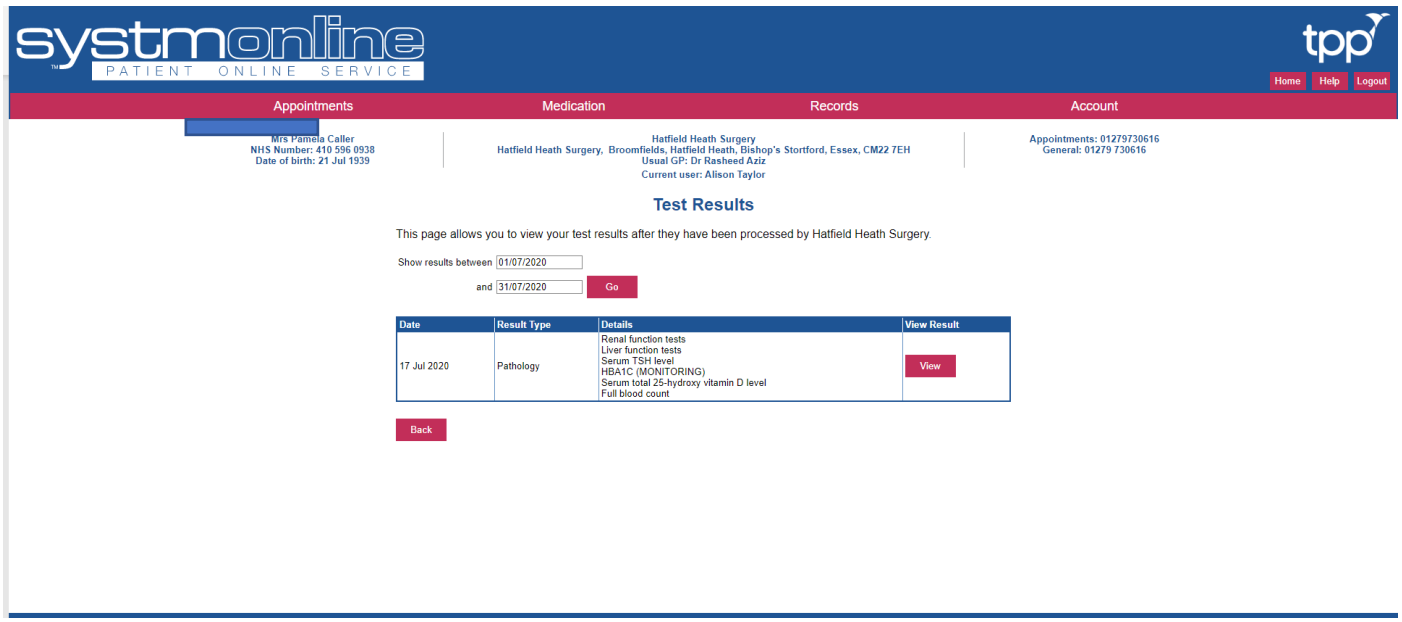
Test Results filtered by date (set by practice) view



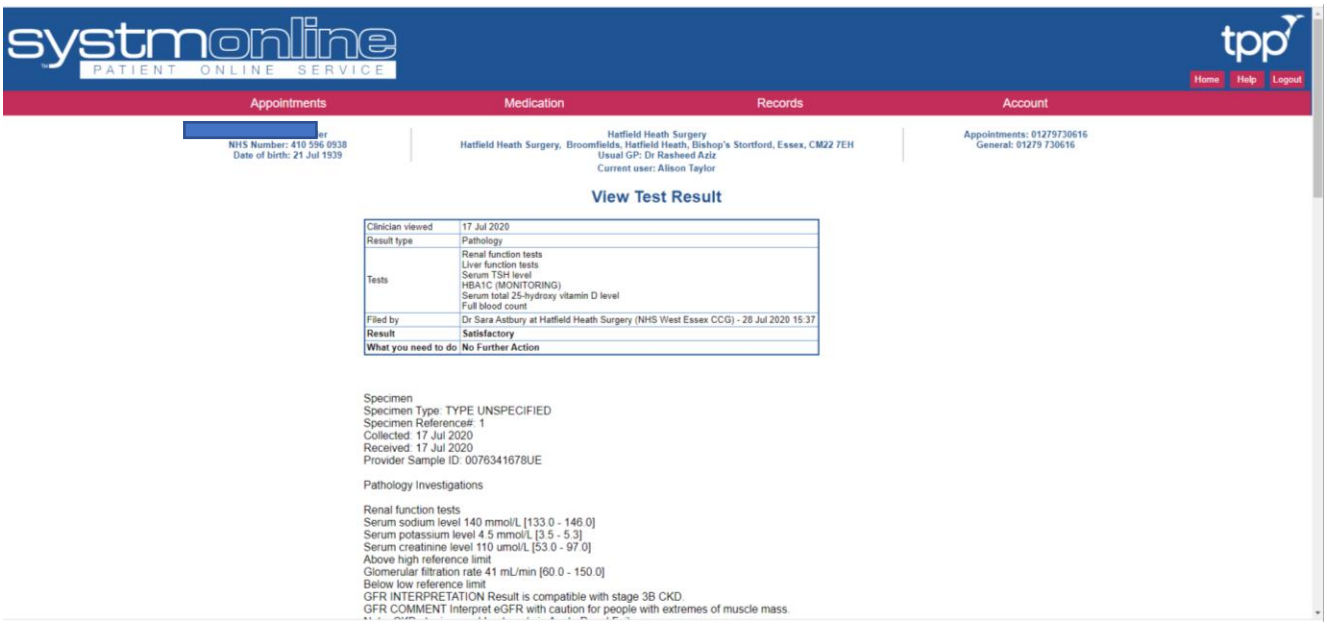
View further info on specific test result



Other test results view



View further information on test results

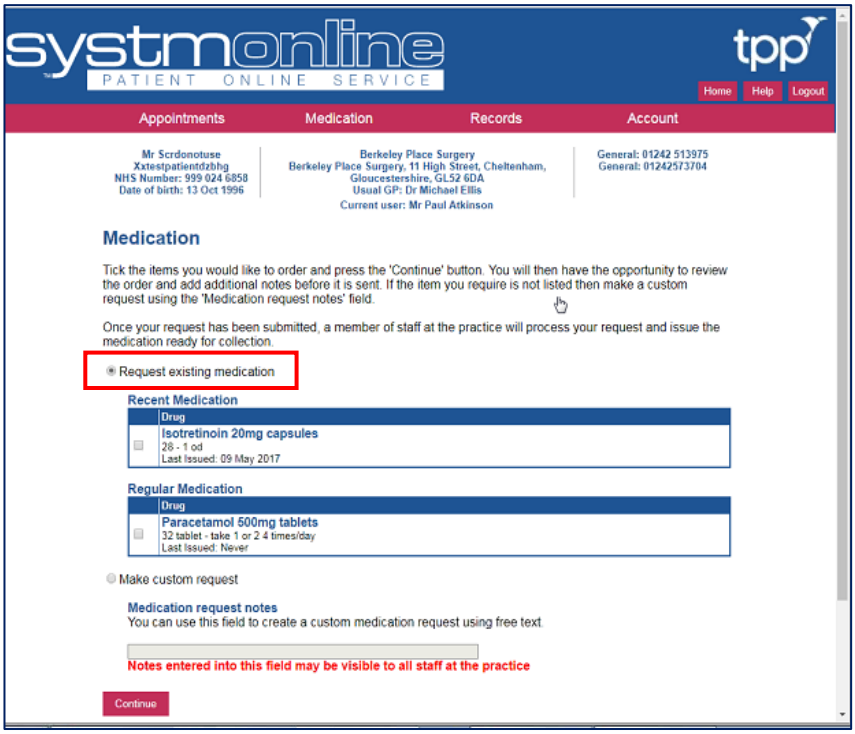


Request repeat medication

- 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.

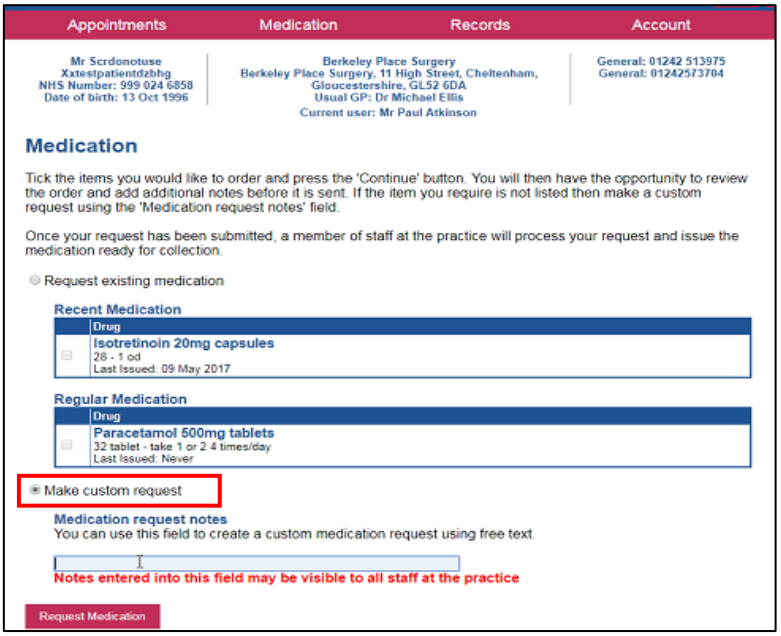
- You can select either **Request existing medication** or **Make custom request**. You can't select both at the same time.

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

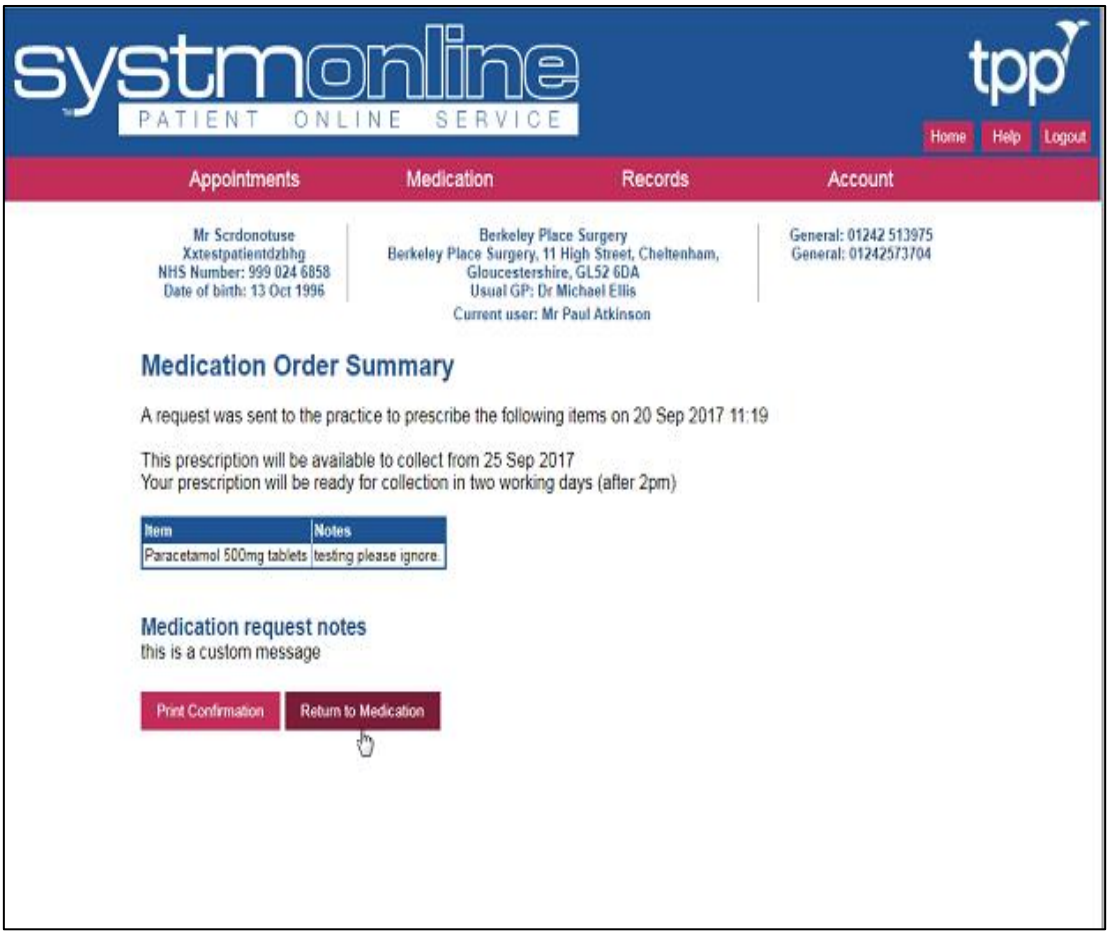


Make a custom request and request existing medication

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.



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.



- 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: xxxxxxx
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

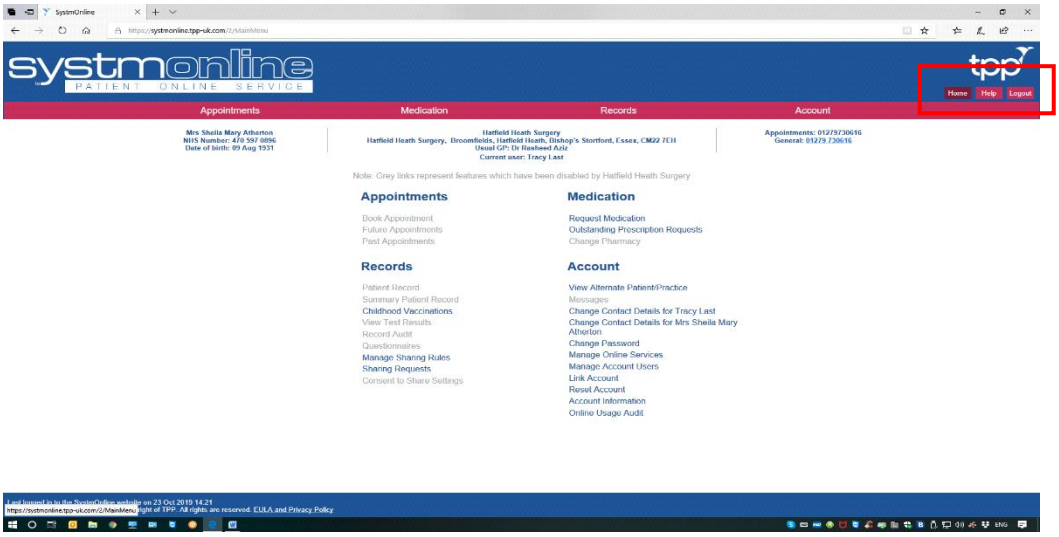
Medication Order Summary
A request was sent to the practice to prescribe the following items on 03 Oct 2019 10:21
This prescription will be available to collect from 10 Oct 2019.
Please allow four full working days for your prescription to be processed. Please collect after 2pm. Please note repeat requests 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

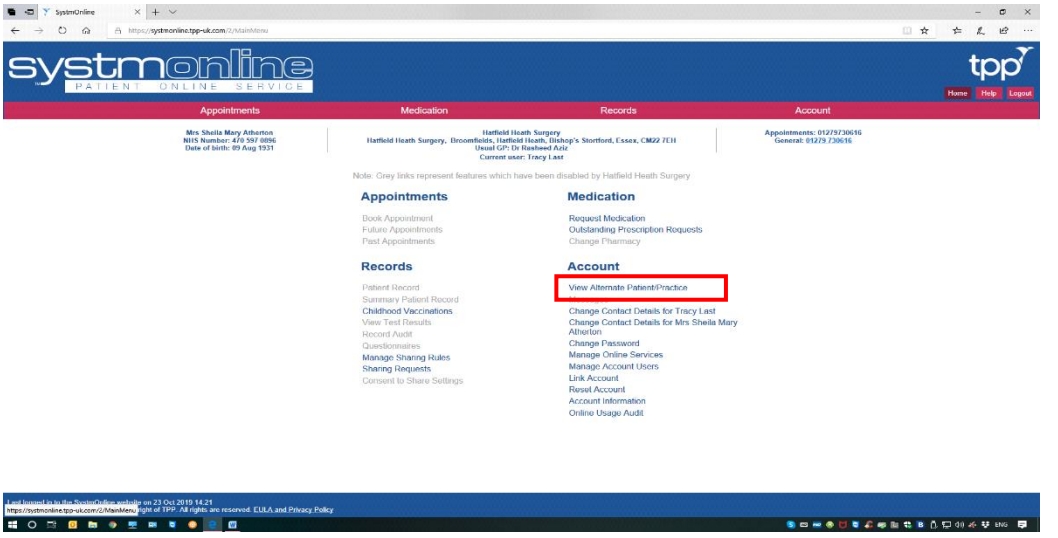
Changing the resident or GP practice

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