

Online Services Records Access

You can now use the internet to;

- **Book routine appointments with your own GP**
- **Order repeat medications**
- **View medical information such as test results**

You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

Before you can request a repeat prescription, or make an appointment online, you will need to register to use **SystmOnline**.

To do this you will need to call in at the surgery with some form of picture ID e.g. passport or driving license.

We will then give you a **username** and **password**

Once you have these, it is a simple matter of;

- open a browser window (Internet Explorer, Google, Firefox, Safari, Opera etc) and in the address bar
- type in: www.watermeadowsurgery.co.uk
- Click on the **Prescriptions** icon
- Choose **Repeat Prescriptions**
- Click: **Order Your Repeat Prescription Online**

The **Online Services** window opens



[Click here to login to SystmOnline](#)

Enter your Username and Password and click Login



You can now use the **Systmonline** app

Type in **Systmonline** into your app store on your phone or iPad and download the app

Then all you need to do is type in your **username** and **password** the same as you would if you were using a computer.

WARNING

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

Please note

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.