

## SystemOnline User Guide

To access SystemOnline you will first need to register with the Surgery, by visiting the Surgery and presenting Photo ID and proof of address to reception.

Once you have registered from the websites home page <http://www.newbridgesurgerybath.co.uk/> click on **SystemOnline**

The screenshot shows the homepage of Newbridge Surgery. At the top, there are navigation tabs: About Us, Patient Information, Practice Policies, Support & Advice, and Contact. Below this is a header with a photo of the surgery building and the text: "Newbridge Surgery, 129 Newbridge Hill, Bath BA1 3PT, Tel 01225 425807". There are links for Home, Policies, Disclaimer, and Contact Us. A banner below the header says "LATEST Please inform us of any change of personal details to help us maintain accurate records >>". The main content area is divided into several sections: "How to Register" (with a photo of a receptionist), "Quick links" (including Opening hours, Care Quality Commission, and Patient Participation Group), "Telephone Appointment Booking", "When the Surgery is Closed" (with a "CALL 111" logo and text: "when it's less urgent than 999", "NHS 111 If you need a doctor out of hours, please call 111.", "Hearing Impaired? Click here", "CLICK HERE to read more"), and "Online Services" (with a "systemonline" logo and links for Book Appointments, Order Repeat, and Prescriptions).

You will then be taken to the **login page**

# systemonline

## 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 SystemOnline.

Username   
Password

[I've 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](#)

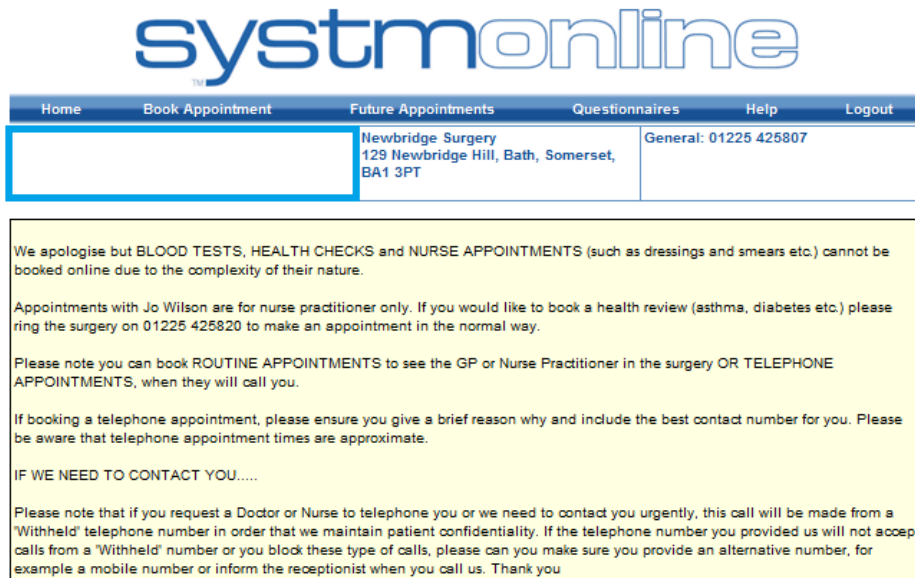
For any further questions or assistance, contact your practice.



[Help](#)

## Ordering Medication

From the **Home** page select **Medication**



**systemonline**

<a href="#">Home</a>	<a href="#">Book Appointment</a>	<a href="#">Future Appointments</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
		Newbridge Surgery 129 Newbridge Hill, Bath, Somerset, BA1 3PT		General: 01225 425807	

We apologise but BLOOD TESTS, HEALTH CHECKS and NURSE APPOINTMENTS (such as dressings and smears etc.) cannot be booked online due to the complexity of their nature.

Appointments with Jo Wilson are for nurse practitioner only. If you would like to book a health review (asthma, diabetes etc.) please ring the surgery on 01225 425820 to make an appointment in the normal way.

Please note you can book ROUTINE APPOINTMENTS to see the GP or Nurse Practitioner in the surgery OR TELEPHONE APPOINTMENTS, when they will call you.

If booking a telephone appointment, please ensure you give a brief reason why and include the best contact number for you. Please be aware that telephone appointment times are approximate.

IF WE NEED TO CONTACT YOU.....

Please note that if you request a Doctor or Nurse to telephone you or we need to contact you urgently, this call will be made from a 'Withheld' telephone number in order that we maintain patient confidentiality. If the telephone number you provided us will not accept calls from a 'Withheld' number or you block these type of calls, please can you make sure you provide an alternative number, for example a mobile number or inform the receptionist when you call us. Thank you

### Home

- [Appointments](#)
- [Medication](#)
- [Patient Record](#)
- [Messages](#)
- [Questionnaires](#)
- [Online Account Management](#)
- [Help](#)
- [Logout](#)

This will take you to the **Medication** page

Select **Medication** again (if you select **Prescription Requests** this will show any prescriptions you have requested which are waiting to be issued)



**systemonline**

<a href="#">Home</a>	<a href="#">Book Appointment</a>	<a href="#">Future Appointments</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
		Newbridge Surgery 129 Newbridge Hill, Bath, Somerset, BA1 3PT		General: 01225 425807	

### Medication

- [Home](#)
- [Medication](#)
- [Prescription Requests](#)
- [Change Pharmacy](#)

[Help](#)



## This will take you to any items you have on **repeat prescription**

### 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

There are no recent medications to display.

##### Regular Medication

	Drug
<input type="checkbox"/>	Alendronic acid 70mg tablets 1 tablet - take one weekly Last Issued: 17 Mar 2016
<input type="checkbox"/>	Clopidogrel 75mg tablets 7 tablet - take one once daily Last Issued: 05 Jun 2015
<input type="checkbox"/>	DOSSETTE BOX PATIENT - - Last Issued: 14 Oct 2013, Reauthorised
<input type="checkbox"/>	Paroxetine 20mg tablets 7 tablet - take one daily Total weekly quantity fourteen tabs Last Issued: 17 Mar 2016
<input type="checkbox"/>	Trimethoprim 200mg tablets 14 tablet - ONE TO BE TAKEN TWICE A DAY Last Issued: 22 Jul 2015
<input type="checkbox"/>	Valproic acid 500mg gastro-resistant tablets 7 tablet - take one daily Last Issued: 08 Aug 2014, Reauthorised
	Zomorph 10mg modified-release capsules (ProStrakan Ltd) 10 capsule - AS DIRECTED Last Issued: 13 Oct 2014, Reauthorised Cannot order medication until the current request has been processed Last requested 05 Feb 16, status Undetermined

#### 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

Please collect your prescriptions from Px to Jenny.

Select any items that you require,

**Important** if you require additional items or need to add comments this is done once you select **continue**

(Use **Make custom request** when you only require an item that is not on your **Repeat Medication**)

You will then be able to add any comments or extra medication that you require then select **Request Medication**.

### Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

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

Drug	Notes
Alendronic acid 70mg tablets 1 tablet - take one weekly Last issued: 17 Mar 2016	<input type="text"/>

##### 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

Please collect your prescriptions from Px to Jenny.



Last logged in to the SystemOnline website on 11 Apr 2016 13:07  
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If you wish for your reference you can then **print** the request once you have **Requested Medication**