

# Online Access

Rushey Mead  
Health Centre



**SPIR!T**  
Primary Care

Caring • Empowering • Refreshingly Different

## Online Access

You are able to book appointments, order repeat prescriptions and check your medical records by registering for our online service.

To sign up for this service simply obtain the forms from reception, complete the information and provide your photo identification. You will be given a secure username and password.

## Registration Process

Once you receive your registration letter from the Practice, use the steps in this leaflet to set up your Patient Access account.

**PLEASE NOTE** - You must register within 2 weeks of being given your PIN number after which time it will expire. In this case you will need to contact the practice to be given another registration letter and new PIN number.

When registering, the email address field is mandatory. The details entered within the email address field will be recorded in your medical record. Only one email address can be registered per patient.

# The Logging In Process

Open your Internet web browser and type in **www.rushyameadhealthcentre.nhs.uk** and go to the 'Appointments' tab.



Click on SystmOnline:

You can book a non urgent doctor's appointment using SystmOnline.



Enter your username & password and login:



## 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 SystmOnline.

Username   
Password

Login

[I've forgotten my password](#)

Once logged in you should see a screen which will show the available appointments - the date range can be amended:



## Booking Your Appointment

Select the date that you require from the options displayed on your selected date range.

The screen will show your selection - click 'Book' to book the appointment.

The screen will confirm the appointment you are about to book. At this stage you can insert the reason for the appointment.

**PLEASE NOTE** - Notes entered into this field may be visible to all staff at the practice.

Once details are all checked and correct click 'Book Appointment'.

The screen will confirm the appointment you have booked, showing all details submitted. An SMS message will also be sent to your associated number confirming the appointment.

## Cancelling Your Appointment

Select appointments from the top menu bar.

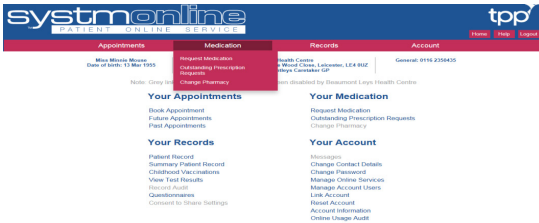
Click on future appointments.

Click on the 'Cancel' button - it will ask you to confirm you want to cancel the appointment, once confirmed click 'cancel this appointment'.

# Repeat Prescriptions

On the top bar select 'medication' then select 'Repeat Medication'.

'Your Medication' screen is displayed, showing a list of all your repeat items.



Select items required from the list.

Once all required medication is selected click 'Continue'.

If you want to make a specific request for something not on the list, select 'Make Custom Request' and enter the details into the box.

**PLEASE NOTE** - notes entered in this field may be visible to all staff at the practice.

Check all details are correct, at this point there is once again the opportunity to make a custom request for medication NOT listed - once you are satisfied all are correct, click on 'Request Medication'.

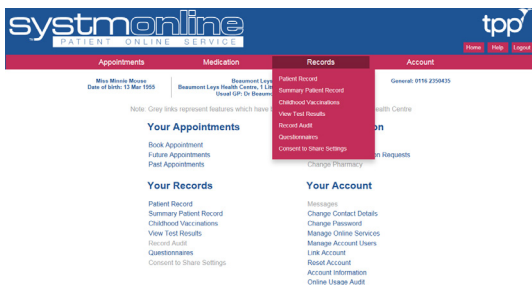
The screen will display your prescription request, you are also able to print a confirmation of your request.

# Viewing Medical Records

Select 'Records' from the top bar.

Select which option you require from the drop down list.

All requested information will be displayed for you to view.



## Proxy Access

Should you require access to another record, please discuss the requirements with the Surgery Team.

Examples of Proxy access includes:

- Parents of a child under 16 years
- Carer
- Spouse