

# Patient Information Leaflet

## Coastal Medical Partnership

### At Arnewood

Telephone: 01425 620393

E-mail: [WHCCG.ArnewoodPractice@nhs.net](mailto:WHCCG.ArnewoodPractice@nhs.net)

# Online Services



For practice news and information visit us online:



Web: [arnewoodpractice.nhs.uk](http://arnewoodpractice.nhs.uk)



Facebook: [arnewoodpracticeGP](https://www.facebook.com/arnewoodpracticeGP)



Twitter: [ArnewoodGP](https://twitter.com/ArnewoodGP)

### PARENTAL ACCESS TO A CHILDS ACCOUNT

Patients with parental responsibility for children under the age of 12 years will be able to access their child's SystmOnline account via their own login. When you register for this service you will only be issued with one username and password, which will be under your own name.

**Please note:** Your child's details will not automatically appear on your own account. You will need to request this following the normal registration procedure.

### ACCESS FOR PATIENTS AGED 12-16 YEARS

Patients and parents of patients aged 12-16 years can request their repeat medication by sending an email to [WHCCG.ArnewoodPractice@nhs.net](mailto:WHCCG.ArnewoodPractice@nhs.net).

Booking/Cancelling appointments will need to be done via the telephone or in person.

*The content provided in this leaflet is for information purposes only.. Information obtained in this leaflet is subject to personal interpretation and can become obsolete, thus accuracy cannot be guaranteed. Please consult your own healthcare provider regarding any medical issues. Last updated September 2016*

**SYSTEMONLINE** gives you as a patient, easier access to your GP and medical data, allowing you to conveniently manage your healthcare. Through SystemOnline you are able to:

- **Request repeat medication**
- **Book / Cancel appointments**
- **View medical records**
- **View test results**
- **Update your contact details**

#### **REQUESTING MEDICATION**

Manage your prescriptions quickly and efficiently! With SystemOnline, you can request your medication from your computer, tablet or mobile phone 24 hours a day, 7 days a week.

#### **APPOINTMENTS**

Book, cancel or check the time of your GP appointment at your Convenience—without queuing at the desks or on the telephone!

#### **MEDICAL RECORDS & TEST RESULTS**

With SystemOnline, you can view your medical records from the comfort of your own home.

#### **UPDATE CONTACT DETAILS**

Changed your phone number, or moved house? You can now update your personal contact details via SystemOnline.

#### **ACCESS TO SYSTEMONLINE**

Access will be granted to adults aged 16 and over, and to those with parental responsibility for children under the age of 12 years.

**Avoid the queues and register for SystemOnline TODAY!**

#### **REGISTERING FOR SYSTEMONLINE**

Patients can request their online details in two ways:

1. In person
2. Emailing your full name, date of birth and postcode to [WHCCG.ArnewoodPractice@nhs.net](mailto:WHCCG.ArnewoodPractice@nhs.net)

Upon collecting your online details, patients must provide **Photographic ID** (Passport / Driving Licence).

#### **DATA PROTECTION / PATIENT CONFIDENTIALITY**

Due to patient confidentiality, we are unable to send registration details via email. If you are unable to collect your details from the surgery yourself, you may appoint someone to collect these on your behalf. A signed letter of consent will need to be shown to a member of staff before details are given to a third party.

#### **ACCESS TO SYSTEMONLINE FOR CHILDREN**

Due to patient/doctor confidentiality, those with parental responsibility of patients aged between 12 and 16 will not be granted access to this service. If already registered, once a child reaches the age of 12, their access to SystemOnline will automatically be removed by the system.

Children over the age of 12 are generally considered to have the capacity to give or withhold consent to release medical records. Where the child is considered to be capable, then their consent must be sought and discussed with their usual GP before information is given to a third party.

For further information regarding this, please ask at reception. Or visit NSPCC website;

[http://www.nspcc.org.uk/inform/research/questions/gillick\\_wda61289.html](http://www.nspcc.org.uk/inform/research/questions/gillick_wda61289.html)