

Helping your healthcare routine fit your lifestyle.....

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Not everyone can access their GP surgery during its normal opening hours. SystmOnline helps by letting you manage your appointments and repeat medication over the internet.

All you need to do is speak to practice staff to get your user name and password. Then you can start using the SystmOnline Service.

With SystmOnline you can

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- View existing appointments
- Book a new appointment
- Cancel an appointment
- View your medication
- Request repeat medication
- Change your details
- Fill in practice questionnaires

If you are new to the practice you can also register online.

SystmOnline is available to patients 24 hours a day, 365 days a year.

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Oak Street Medical Practice

Oak Street  
Norwich  
NR3 3DL

Phone: 01603 613431

Fax: 01603 767209

E-mail: [oakstreet.practicenorwich@nhs.net](mailto:oakstreet.practicenorwich@nhs.net)

Website: [www.oakstreet.gpsurgery.net](http://www.oakstreet.gpsurgery.net)

# The Oak Street Medical Practice



View, book and cancel **appointments**, view and request **medication**, fill out online **questionnaires** and even **register** as a new patient - all using a quick and easy online service.

**systemonline**  
BOOK REQUEST REGISTER

SystemOnline makes booking appointments and requesting medication easy - any time.



The screenshot shows the SystemOnline web interface. At the top, there's a navigation bar with 'systemonline' and 'BOOK REQUEST REGISTER'. Below that, there are tabs for 'Home', 'Book Appointment', 'View Appointment', 'Patient Profile', 'Medication', and 'Help'. The main content area is divided into sections: 'Current Prescriptions' with a table of medications, 'Medication request notes' with a text input field, and a 'Request Medication' button at the bottom.

## Manage your appointments online

Booking your next appointment over the internet is easy. You can do it any time without waiting for surgery phone lines to open. So, whether it's the middle of the night, your lunch break at work or even if you're away on holiday, you can login and secure an appointment within seconds.

## Forgotten when your appointment is?

Login to SystemOnline and see all your future appointments.

## Can't make your appointment?

You can also cancel your appointment if it's no longer needed up to an hour before hand, service available 24 hours a day.



## Manage your medication online

If you find it hard to get to the practice to order your next repeat prescription, SystemOnline could make your life easier.

Simply login to SystemOnline and view a list of the medication you have been prescribed. Select the prescription you need and click the 'Request Medication' button.



## Need to change your details?

With SystemOnline it's easy. Just login and change your phone numbers or address.

You can also complete questionnaires online to monitor specific health issues or give feedback on your practice.

## Are you a new patient?

With SystemOnline you can register your details so that the first time you visit the practice your details will already be recorded.

Simply click the 'Register at this practice' button on the webpage and fill in the simple form - it's all information that you will have to hand. Then click 'submit' and the job is done.

At your first appointment you will need to attend early to fill in other necessary forms and show us your ID.



## Security

The SystemOnline service has been developed and tested using standards set out by a government body called NHS Connecting for Health.

All personal information used by SystemOnline is secure and protected. It is only available to staff at your practice who have the appropriate security controls, i.e. those managing appointments, repeat prescribing or patient registration.