

## Terms, Conditions and Frequently Asked Questions

### *What are the advantages for me?*

- 24 hour access online
- Two way secure messages
- Book, view and cancel an appointment
- View and request your medication
- Change your contact details
- View the majority of your results online
- View your “Coded” Medical Record
- Complete online questionnaires

### *What can I see?*

The system allows you to view the following areas of your medical record:

- Medical Record showing diagnoses, investigations, and procedures
- Allergies
- Results showing all investigations such as blood results, liver tests, blood pressure etc.
- Vaccinations
- Medications
- Recorded values such as blood pressure readings

Please note: during the working day it is sometimes necessary for practice staff to update your record, for example, to attach a document that has been received, or amend your information. Therefore you will notice administrative staff names alongside some of your medical information – this is quite normal.

### *Changing my password*

Following SystmOnline registration at the surgery you will be issued with a randomly generated password. After logging in you must change your random password to a more memorable one. Passwords must be 8 or more characters long and must contain at least one number and non-alphanumeric character e.g. ‘!’ or ‘?’. Memorise your new password, you should not write it down or disclose it to anyone else.

### *What if forget my password?*

If you have forgotten your password, in the first instance try using the ‘I’ve forgotten my password’ link on the SystmOnline log in page. Enter your username and email address and click **Reset Password**.

Your new password will be emailed to you; **provided you have previously verified your email address with the surgery**. If your email address has not been verified, you will not be able to reset your password and you will need to visit the surgery to request a new one. You will be asked to produce proof of photographic ID again. It is not possible to search on our system for your password due to security reasons. Your password is only known to you.

### *What are the risks for me?*

There may be something in your record that you do not want to be reminded about. Some terms may be difficult to understand as the notes are made by doctors and nurses. Test results that are abnormal and are added to your record for example on a Friday, may worry you over the weekend if you cannot contact the surgery to discuss them. **\*Please note:** you will not see free text recorded in your record.

### *Can I alter the record?*

No. This is a ‘read only’ facility. You can however, print off details to take to e.g. a hospital appointment. If you think that there is something that needs to be changed, you will need to contact the surgery in writing.

**Information can only be altered if there is clear evidence that the information was recorded in error and a full audit trail must be maintained. If your GP does not agree with a request for an amendment you may ask for a statement to be added that you disagree with some part of the content.**

### *What about security?*

The SystmOnline service has been developed, tested and accredited by a government body called NHS Digital. All personal information used by SystmOnline is secure and protected. It is only available to staff at your practice that have the appropriate security controls, i.e. those managing appointments, repeat prescribing and patient registration.

### *Acceptable Use*

Please use this service responsibly. In the case of any abuse of the service the Surgery may revoke your log in details preventing further access. Irresponsible use includes (but is not limited to) inappropriate booking of appointments or repeatedly requesting prescriptions that you do not need.