

## October Meeting Pack – Online Services

Patient online access can offer both the patient and your practice many benefits, including:

- ✓ **Booking and cancelling online appointments** which reduces incoming phone calls to your surgery
- ✓ **Requesting repeat medications** which reduces unnecessary paper work and visits to your surgery
- ✓ **Completing eConsultations questionnaires** before asthma reviews making LTC reviews more efficient

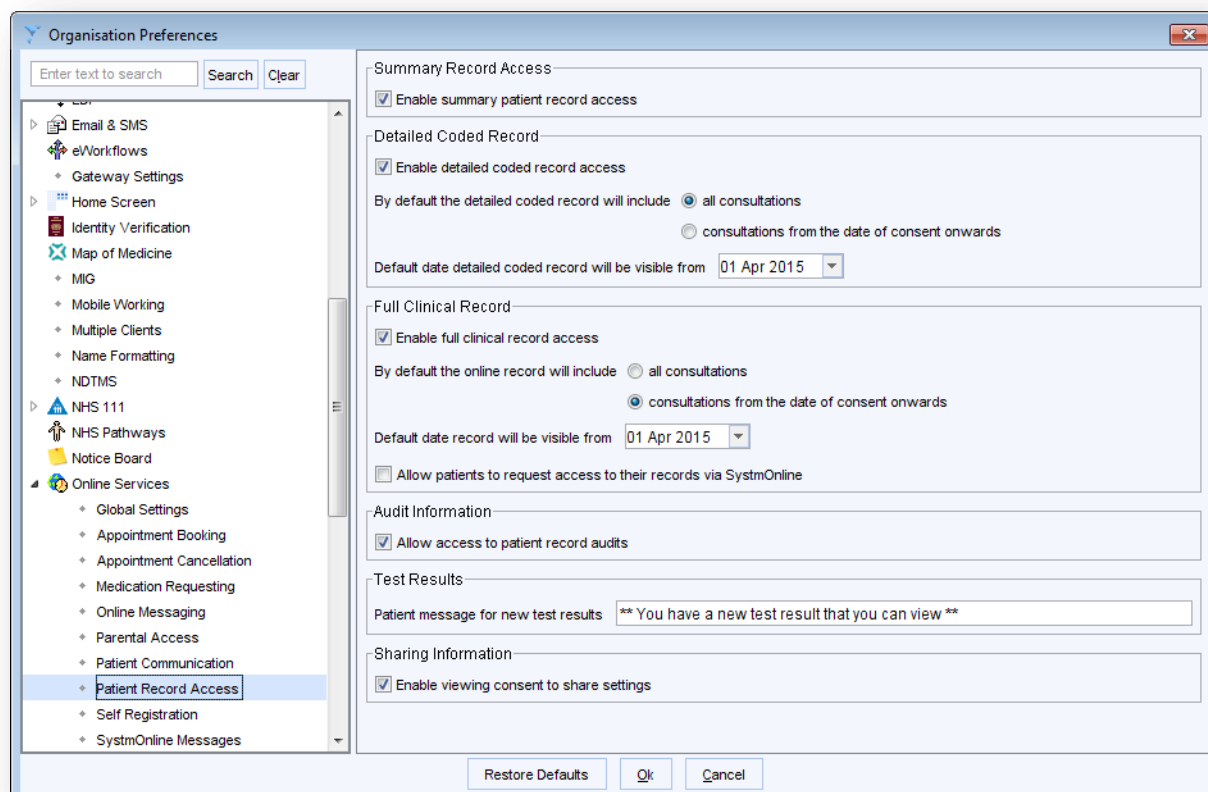
To make the most out of these benefits, Ardens can assist practices and patients engage with online services through a variety of mechanisms which are detailed below. All of the online support articles are available in our [FAQs](#) too.


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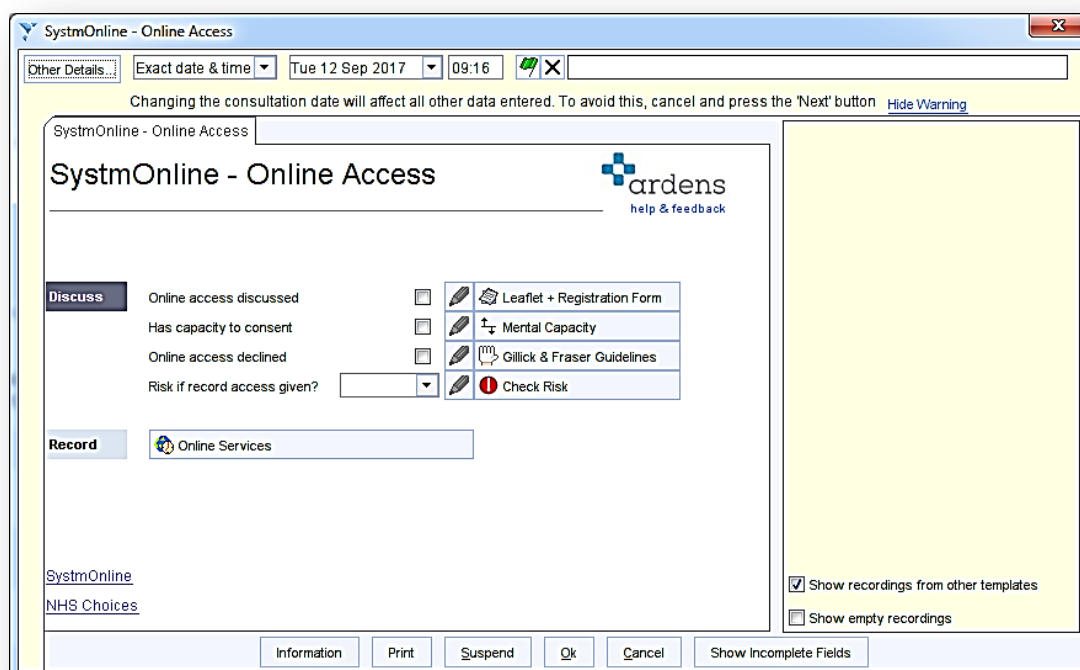
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### Week 1: Setup & Granting Access

To setup online services, go to **Setup > Users & Policy > Organisation Preference**. For further information about the setup, please see [here](#). The RCGP [Toolkit](#) is useful resources for practices too



If a patient does not have online access, they will have a  icon under their name. Click this icon to open the template with a useful leaflet and protocol to check the risk of online record access

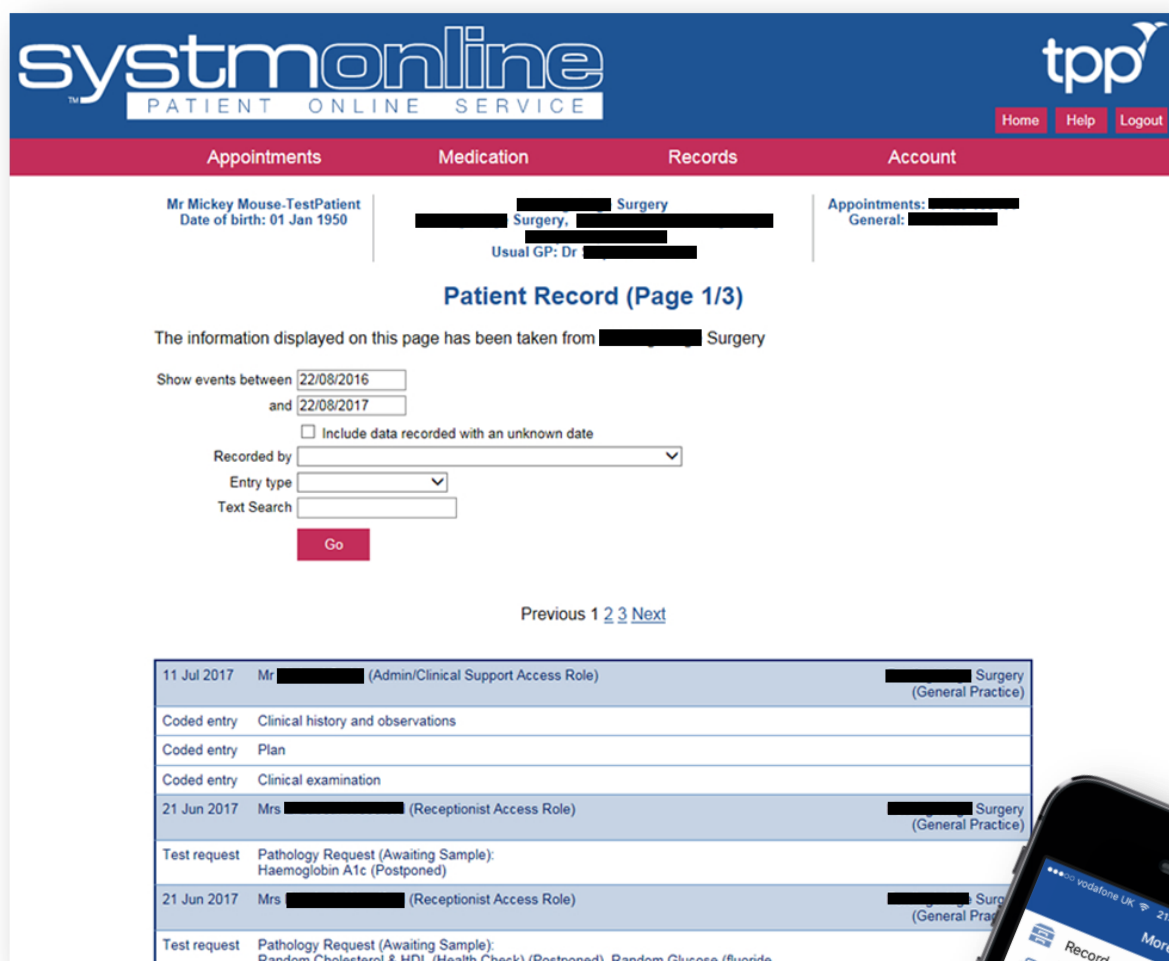


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### Week 2: Online Record

It is a contractual requirement to offer online detailed coded record access to patients.

This is often a concern for surgeries and the following [Online Record Guide](#) should help reassure you about what is involved and what the patient can **and** can't see.



**systmonline**  
PATIENT ONLINE SERVICE

Home Help Logout

Appointments Medication Records Account

Mr Mickey Mouse-TestPatient  
Date of birth: 01 Jan 1950

Surgery: [Redacted]  
Usual GP: Dr [Redacted]

Appointments: [Redacted]  
General: [Redacted]

### Patient Record (Page 1/3)

The information displayed on this page has been taken from [Redacted] Surgery

Show events between  and

☐ Include data recorded with an unknown date

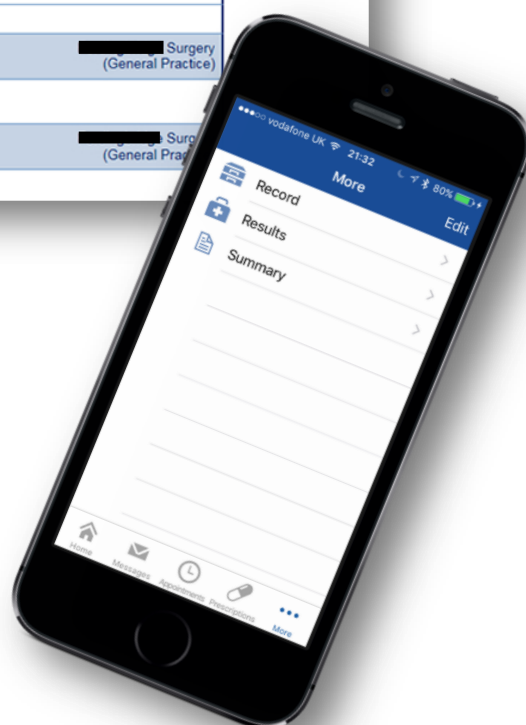
Recorded by:

Entry type:

Text Search:

Previous [1](#) [2](#) [3](#) [Next](#)

11 Jul 2017	Mr [Redacted] (Admin/Clinical Support Access Role)	[Redacted] Surgery (General Practice)
Coded entry	Clinical history and observations	
Coded entry	Plan	
Coded entry	Clinical examination	
21 Jun 2017	Mrs [Redacted] (Receptionist Access Role)	[Redacted] Surgery (General Practice)
Test request	Pathology Request (Awaiting Sample): Haemoglobin A1c (Postponed)	
21 Jun 2017	Mrs [Redacted] (Receptionist Access Role)	[Redacted] Surgery (General Practice)
Test request	Pathology Request (Awaiting Sample): Random Cholesterol & HDL (Health Check) (Postponed), Random Glucose (fluide	

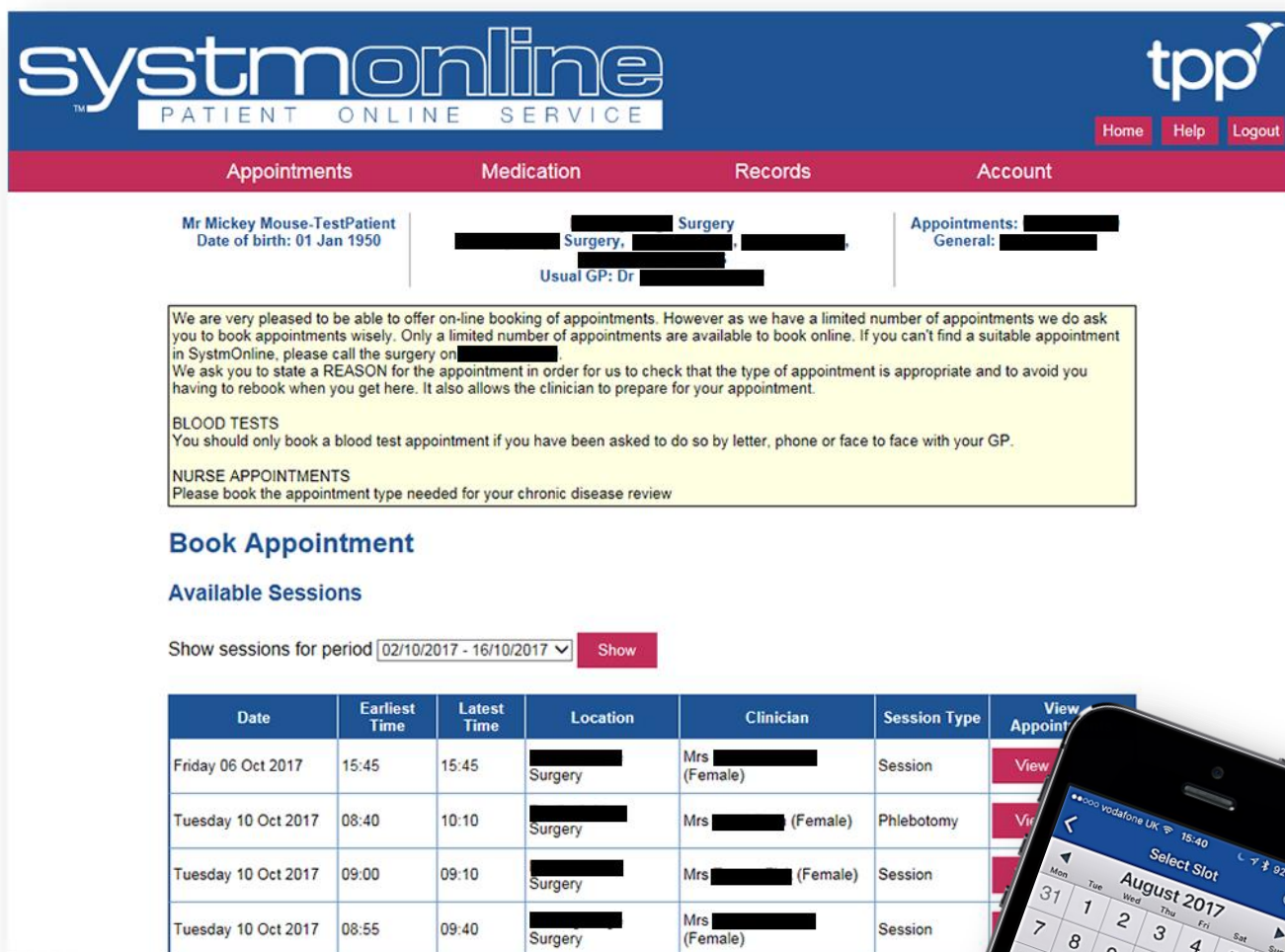


## October Meeting Pack – Online Services

### Week 3: Appointments

Once you have setup your online appointments and granted access, patients can then book them online. On many of the Ardens invitation letters (e.g. Flu, Long Term Condition & NHS Health Check) is a link to [SystmOnline](#) for the patient to book their appointment online. This will help patients to engage with online access.

It is useful to know how the SystmOnline appointment screens look for the patient on a web browser and mobile app. Please see the following for some useful patient information on how to [view, book and cancel appointments](#).



**systmonline**  
PATIENT ONLINE SERVICE

Home Help Logout

Appointments Medication Records Account

Mr Mickey Mouse-TestPatient  
Date of birth: 01 Jan 1950

Surgery  
Surgery, [redacted]  
Usual GP: Dr [redacted]

Appointments: [redacted]  
General: [redacted]

We are very pleased to be able to offer on-line booking of appointments. However as we have a limited number of appointments we do ask you to book appointments wisely. Only a limited number of appointments are available to book online. If you can't find a suitable appointment in SystmOnline, please call the surgery on [redacted]. We ask you to state a REASON for the appointment in order for us to check that the type of appointment is appropriate and to avoid you having to rebook when you get here. It also allows the clinician to prepare for your appointment.

**BLOOD TESTS**  
You should only book a blood test appointment if you have been asked to do so by letter, phone or face to face with your GP.

**NURSE APPOINTMENTS**  
Please book the appointment type needed for your chronic disease review

**Book Appointment**

**Available Sessions**

Show sessions for period

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointment
Friday 06 Oct 2017	15:45	15:45	Surgery	Mrs [redacted] (Female)	Session	<input type="button" value="View"/>
Tuesday 10 Oct 2017	08:40	10:10	Surgery	Mrs [redacted] (Female)	Phlebotomy	<input type="button" value="View"/>
Tuesday 10 Oct 2017	09:00	09:10	Surgery	Mrs [redacted] (Female)	Session	<input type="button" value="View"/>
Tuesday 10 Oct 2017	08:55	09:40	Surgery	Mrs [redacted] (Female)	Session	<input type="button" value="View"/>

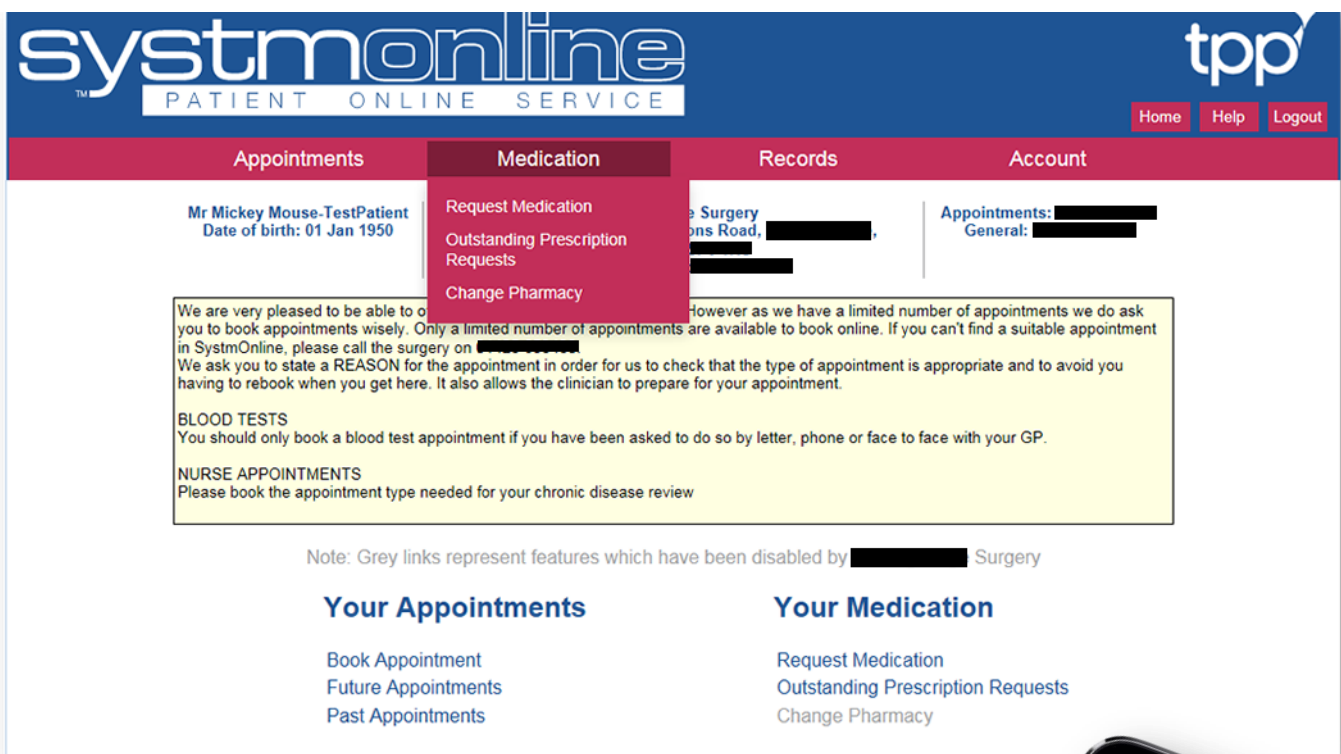


## October Meeting Pack – Online Services

### Week 4: Medication

Requesting medication online offers many clear benefits both for the patient and practice. On the Ardens care plans (e.g. Asthma, COPD, Diabetes, and Cardiovascular Disease) is a link to [SystemOnline](#) to remind and encourage patients to request repeat medication online.

Please see the following to find out what the patient can see and how they [request medications](#).



**systemonline**  
PATIENT ONLINE SERVICE

Home Help Logout

Appointments Medication Records Account

Mr Mickey Mouse-TestPatient  
Date of birth: 01 Jan 1950

Request Medication  
Outstanding Prescription Requests  
Change Pharmacy

We are very pleased to be able to offer you the opportunity to book appointments online. However as we have a limited number of appointments we do ask you to book appointments wisely. Only a limited number of appointments are available to book online. If you can't find a suitable appointment in SystemOnline, please call the surgery on [redacted]. We ask you to state a REASON for the appointment in order for us to check that the type of appointment is appropriate and to avoid you having to rebook when you get here. It also allows the clinician to prepare for your appointment.

**BLOOD TESTS**  
You should only book a blood test appointment if you have been asked to do so by letter, phone or face to face with your GP.

**NURSE APPOINTMENTS**  
Please book the appointment type needed for your chronic disease review

Note: Grey links represent features which have been disabled by [redacted] Surgery

**Your Appointments**

- Book Appointment
- Future Appointments
- Past Appointments

**Your Medication**

- Request Medication
- Outstanding Prescription Requests
- Change Pharmacy





## October Meeting Pack – Online Services

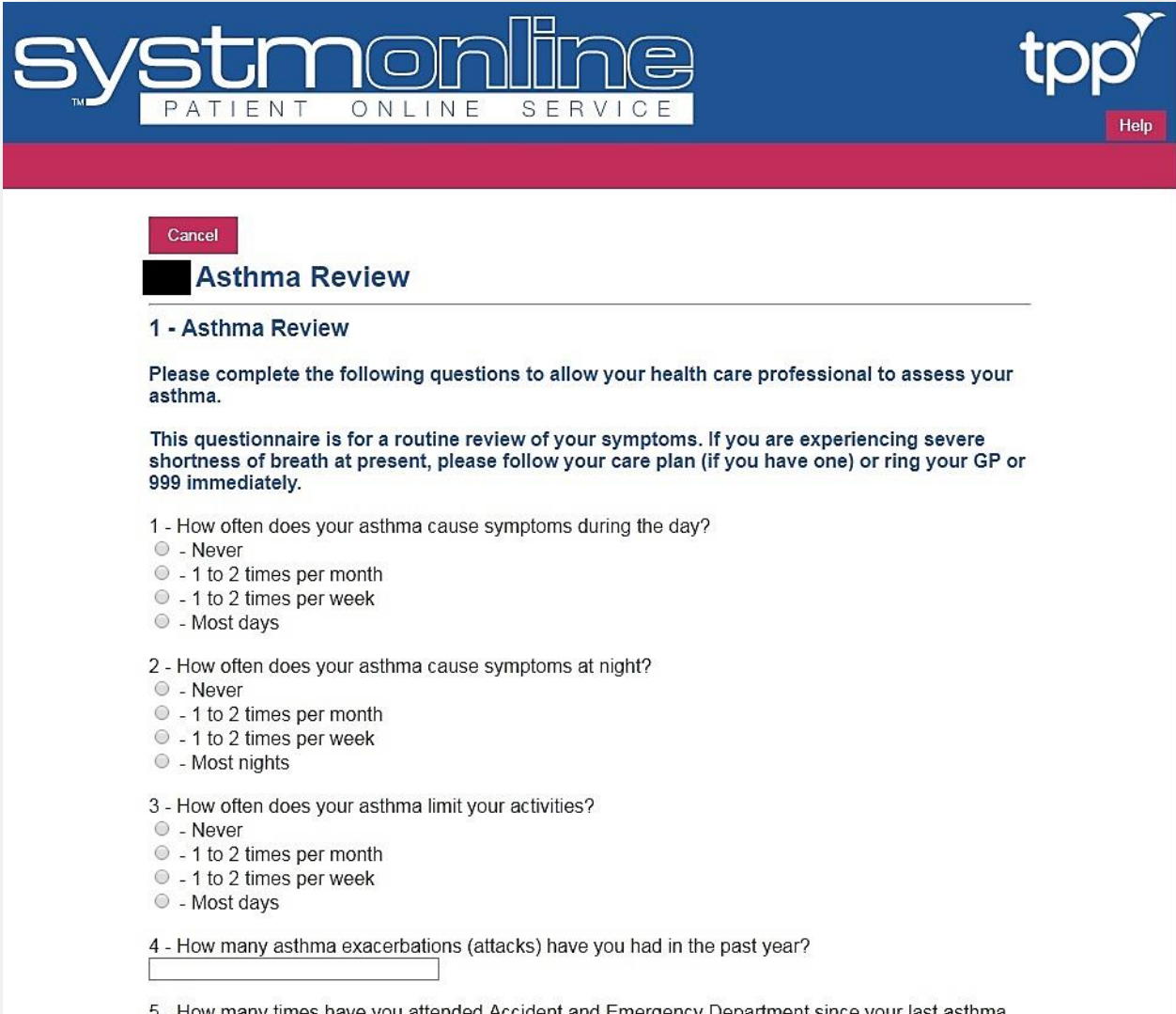
### Week 5: Questionnaires

Ardens provides numerous eConsultation questionnaire that can be accessed by the patient online, including:

- **New Patient Questionnaire** for any patients who are registering at your surgery
- **Triage Questionnaires** which patients can complete instead of phoning for an appointment
- **Long Term Condition Questionnaires** for patients to complete before their Asthma or COPD review
- **Score Questionnaires** including the Epworth Sleepiness Scale, IPSS and Oxford Scord
- **Travel Questionnaires** for patients to complete prior to their travel appointment

When the patient completes and submits the questionnaire, a task is then sent to your practice on SystmOne. You can then review the questionnaire and if happy can accept it. This data is then stored directly on the patient records. This is particularly useful as it can capture read coded data, like smoking status for QOF.

All you need to do is to [activate the questionnaires](#) in SystmOne.



The screenshot shows the SystmOnline Patient Online Service interface. At the top, there is a blue header with the 'systmonline' logo and 'PATIENT ONLINE SERVICE' text. To the right is the 'tpp' logo and a 'Help' button. Below the header is a red bar. The main content area is white and contains a 'Cancel' button, a title 'Asthma Review', and a section '1 - Asthma Review'. The text asks the user to complete questions to allow their health care professional to assess their asthma. It includes a warning about severe shortness of breath. The questionnaire consists of five questions, each with radio button options or a text input field.

**Cancel**

### Asthma Review

#### 1 - Asthma Review

Please complete the following questions to allow your health care professional to assess your asthma.

This questionnaire is for a routine review of your symptoms. If you are experiencing severe shortness of breath at present, please follow your care plan (if you have one) or ring your GP or 999 immediately.

1 - How often does your asthma cause symptoms during the day?

- ☐ - Never
- ☐ - 1 to 2 times per month
- ☐ - 1 to 2 times per week
- ☐ - Most days

2 - How often does your asthma cause symptoms at night?

- ☐ - Never
- ☐ - 1 to 2 times per month
- ☐ - 1 to 2 times per week
- ☐ - Most nights

3 - How often does your asthma limit your activities?

- ☐ - Never
- ☐ - 1 to 2 times per month
- ☐ - 1 to 2 times per week
- ☐ - Most days

4 - How many asthma exacerbations (attacks) have you had in the past year?

5 - How many times have you attended Accident and Emergency Department since your last asthma