

Hindon Surgery Information on Electronic Communication with the surgery

Website Appointments and Prescription ordering

<https://systmonline.tpp-uk.com>

There are a number of ways you can communicate with the surgery and this leaflet explains our electronic systems.

We are your surgery and we want you to find it easy to contact us. We also have to make sure that systems are safe, free from error, confidential and efficient.

All the existing methods to contact us remain in place exactly as at present:

- Face to face at the reception desk
- By letter or note
- By Fax to **01747 820736**
- By telephone to **01747 820222**

In 2011 we added a web-based service that enables you to book appointments and request repeat prescriptions.

You need to register in person at reception.

You will be given a printed sheet with information about the service and your **user name** (firstnamesurnameddmmmy of birth) and a **password** to use the first time you use the service.

You can change your initial password and if you forget your user name or password we can generate a new set for you but this can only be done in person at reception.

Once logged on you can manage your appointments and request repeat prescriptions and the notes below give you some guidance about how to do this most effectively.

Appointments

The appointment screen only shows sessions and appointments that are available to book. We make some additional appointments available on the day and cancelled appointments also come back onto the booking screen. So you can find free appointments that were not there a few days before.

If you want to be seen on a certain day but there are no free appointments just ring the surgery and we will fit you in.

On the screen the clinics have been given a variety of names:

- For GPs a session is a normal GP surgery.
- The session for Dr Craig-McFeely on evenings between 18.30 and 19.00 is intended for patients who have difficulty coming at other times.
- The baby vaccination clinic on Wednesday afternoons is also for post-natal checks which need a double appointment.
- Blood tests must always be booked in the morning before 11.10 and where possible in the blood clinic on Tuesday & Thursdays

- The 'Never Full' Surgery will appear just on that day and appointments appear at two minute intervals from 1130. This is because the system cannot show a surgery with more than one patient coming at the same time. If booking into this surgery please come at 1130. You will be seen for however long you need but it is best to use these appointments for a single problem that cannot wait for an appointment during normal surgery hours.

Our GPs and nurses do not all do the same things. To help you book with the right person the following may help:

- Nursing appointments that do not result in a blood or urine sample being sent away can be booked into an afternoon session.
- Well woman checks and cervical smears book with Mrs Min Teare for double appointment (afternoons & evenings are fine).
- Diabetic checks book with Mrs Stella Rhodes for double appointment.
- All vaccinations for children above 5 and adults, single appointment with a nurse.
- NHS health checks, double appointment with a nurse at any time.
- Ear syringing, ECGs, simple dressings, post-operative wounds - single appointment with nurse at any time.
- Counterweight single appointment with Mrs Stella Rhodes.
- Smoke cessation single GP appointment.
- All three GPs deal with most problems but women's health problems should book with Dr Sally Hayes or Dr Jan Emms.
- Ring pessary fittings and coil checks need a double appointment booked with Dr Hayes and a nurse at the same time (so you need to find free slots for both GP & nurse and book with both).
- Dr Craig-McFeely does all the joint injections and needs a double appointment.

You can find sessions further ahead by changing the dates on the screen. We usually have appointments for many months into the future.

If you no longer need an appointment you can cancel it on-line.

If you are unsure about how long you need to book or with whom then book by telephone or in person. The on-line service is additional to all the present ones. Other surgeries have found their commonest problem is patients booking for blood tests with the wrong person or too late in the day and having to go away and come back for the right appointment - so all blood tests must be booked before 11.10 as the courier collects the samples at 11.30.

We would far rather you called us about any query than waste your time by booking the wrong appointment and only finding out when you are in the surgery.

If you cannot see an appointment on the web screen we may be able to see you – please ring the surgery on 01747 820222.

Requesting Repeat Prescriptions

Where you have a repeat prescription that can be issued without re-authorisation by a GP it will appear on the current prescriptions screen and can be ordered on-line.

This screen will also let you send us a message.

Please give us two working days to process the request but we usually do it far sooner.

If the screen will not allow you to re-order on-line this will be because it needs to be seen and re-authorised by a GP first. If you need the medicine just write a message. You can also send a message to have the medicines sent to East Knoyle shop if registered for this service.

Surgery email hindon.surgery@nhs.net

This is best for clinical queries to a GP that can wait a few days for the reply.

The inbox is monitored every few hours by a receptionist and GPs alerted to any message they need to address.

Please do not use it for problems that need immediate action or to book appointments or order prescriptions.

There may be a small number of problems suitable for e-consultations using this email address.

Although some patients have used emails to order a prescription it is much more time consuming to process requests made by email rather than on the web site. The only time it is suitable to make an email request is where you have no repeat prescriptions as this means there will be no screen for you to make a request on the web. If you do have a repeat prescription there is a line where you can write a short message.

Quick links

There is a link to the appointments and repeat prescription login site from our website on www.hindonsurgery.co.uk

Comments

We welcome your views and ideas about your experience of communicating with the surgery.