

Hindon Surgery: Information on Electronic Communication with the surgery

Website Appointments and Prescription Ordering

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

To use the web-based service that enables you to book appointments and request repeat prescriptions you will need to register in person at reception.

You will be given a printed sheet with your user name and a password. You will be asked to change your password to something more memorable the first time you log in.

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 11.00 and where possible in the blood clinic on Tuesday and 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 Sister Sally Davies for a double appointment (afternoons and evenings are fine).
- Diabetic checks - book with Sister Sally Davies for a double appointment.
- All vaccinations for children above 5 and adults, single appointment with a nurse.
- NHS health checks, double appointment with a nurse.
- ECGs, simple dressings, post-operative wounds - single appointment with a nurse at any time
- Ear Syringing – single or double appointment, depending on whether it involves one ear or two, with Sister Sally Davies
- Smoke cessation – first appointment should be a double, single thereafter with the nurse.
- All three GPs deal with most problems but women’s health problems should book with Dr Sally Hayes
- 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 online.

If you are unsure about how long you need to book or with whom then book by telephone or in person.

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. If you wish to send us a message at the same time, click ‘Request Medication’ at the bottom of the page, then enter your notes into the page which follows. (This could be asking us to send your medication to Wren’s Shop in East Knoyle, if you are registered for this service).

Please give us two working days to process the request. We usually do it sooner than this but some items may need to be ordered.

If the screen will not allow you to re-order online this will be because it needs to be seen and re-authorised by a GP first. In this instance, just write what you need in the comments box.

Emailing the surgery via 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 are alerted to any message they need to address.

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

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

Although patients sometimes use 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