

Fill in the application form and we will email your username and password back to you. Log on to the website contained in your registration letter and correctly enter the details given to you.



If this information is not correctly entered, you will not be allowed access.

### [Information about someone else](#)

If you spot something in your record that is not about you or notice any other errors, please log out of the system immediately and contact us.

Note: Children 0-16—summary access only.

For more information about keeping your healthcare records safe and secure:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

### **Improving Access**

We hope this improves your access to the practice.

Unfortunately, if you have used a high Number of appointments, failed to attend for your appointments, or cancelled a high number of appointments previously, we may have to refuse your request. The doctor may refuse you access to your detailed medical records if he feels that it may be detrimental to your health and give you summary access only. [User Policy](#):

This service is monitored so please use this service responsibly.

Examples of irresponsible use of the system may include, but is not limited to:

- \* Booking appointments you have no intention of attending
- \* Repeatedly booking and then cancelling appointments
- \* Repeatedly requesting prescriptions that you do not need.

We may cancel your on-line log in details, which will stop you accessing this online service.

\* Now available as Iphone/Ipad app

Systmonline in App store \*



**Linkway Medical Practice**  
**Lyng Centre for Health and Social Care**  
**Frank Fisher Way**  
**West Bromwich**  
**B70 7AW**



***Online Services Record Access***  
***'Its your choice'***

***PATIENT INFORMATION LEAFLET***

**Tel: 0121 553 4000**

## ITS YOUR CHOICE

If you wish to, you can now use the internet to book appointments, request repeat prescriptions for any medications you take regularly and look at your medical records online.

There is now a simple and easy way to do this; it is especially useful during those times when the telephone lines are busy or the practice is closed. Being able to see your record online might help you to manage your medical conditions. [You can choose to apply for access to one or all of these options.](#)

[Our online service](#) offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointments—online—regardless of the time of day (or night).

Using the internet, you can search for and view a range of available appointments; then just book the one which is more convenient for you! Once booked just make sure you arrive promptly on the day! You can also change or make cancellations on line.

You receive confirmation immediately.

You can request your regular repeat medication and once the request has been processed, which is normally two working days, after 2pm you can call at the practice to pick up your prescription. We can now send your prescription electronically directly to your chosen pharmacy, you can collect directly from them or arrange with your pharmacy to deliver it directly to your home. Let our reception know if you would like this facility.

There is also an option so you can notify us of changes to your name, address, email and mobile phone number (for SMS reminders) details.

Note: changes made in this way are subject to confirmation from the practice that you are still within the practice area.

### Security

All personal information held on our Online service is protected using the highest standards of Internet security. However, it will be your responsibility to keep your login details and password safe and secure.



If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, we recommend that you contact us so we can remove online access until you are able to

reset the password.

If you print out any information from your record it is also your responsibility to keep this secure. If you are worried about keeping printed copies safe, we recommend that you do not make copies at all.

### Important things to consider before applying for online access to your record.

*Forgotten History*—There may be something you have forgotten about in your record that you might find upsetting.

*Abnormal results or bad news*—If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact us.

*Misunderstood information*—Your medical record is designed to be used by clinical professionals to ensure that you receive the best care possible. Some of the information may be highly technical, written by specialists and not easily understood. If you require clarification please contact the surgery.