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## Using SystmOnline to Order Prescriptions

### **If you're not yet registered to use SystmOnline:**

Go to [www.bramblehaiesurgery.co.uk/doitonline](http://www.bramblehaiesurgery.co.uk/doitonline) and scroll down to 'Online Registration Form' and click to open this

- On the [Home page](#), halfway down you will see this box saying "submit a new request"




- Click on the box "I want help for a medical issue"
- If your request is not an urgent issue, click on the box "None of these are present"
- Complete the boxes on the next page with as much information as you can be relevant to your issue.
- Press "Continue"
- Click on the box "Myself" or "Someone else"
- Complete the boxes on the next page – please do not forget to add your best contact number.
- Review your request including the best form of contact, either by text or phone and submit

#### How to sign-up

For more information, please contact reception or next time you visit the surgery, bring with you a form of photo ID (passport, driving licence) and something with your address on like a bank statement but not a gas or electric bill. If you don't have these, please talk to us and we will help you sign-up.

You can still contact the practice by phone or in person, this is just another option, which other patients have found is more convenient and saves them time. More information including "how to" leaflets and videos of patients and why they are using GP online services are available at [www.nhs.uk/gponlineservices](http://www.nhs.uk/gponlineservices)

 [Online system information leaflet for patients](#)

 [Online registration form](#)

Complete all the boxes within the form, print it out and bring it into the Surgery with the ID specified.

### **Once Registered / Logging In:**

You will be given your log-in details by the Surgery once your registration is complete.

You can then log in to use SystmOnline as follows:

[www.bramblehaiesurgery.co.uk/doitonline](http://www.bramblehaiesurgery.co.uk/doitonline)

- At the very top of this page, you will be asked to enter your username and password.

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## Managing Prescriptions with SystmOnline

By clicking on the Medication link on the home page you will be able to request prescriptions; view outstanding prescriptions and change your nominated Pharmacy (this option will only be available for patients registered at GP practices offering Electronic Prescribing).

## Requesting Medication with SystmOnline

For certain drugs, you can request a new prescription.

Click the **Medication** link. From here you can select which medication you require from existing medication or make a custom request.

**Note:** You cannot request existing medication and make a custom request in the same request.

Existing medication which is available for you to request is split into Recent Medication and Regular Medication. Recent Medication is any one off medical item that you have been prescribed recently by your healthcare organisation. Your healthcare organisation can set how many months of previous recent medication can be viewed. Regular Medication is any repeat medicine that you have been prescribed.

To request existing medication.

1. Click the request existing medication radio button.
2. Select the drug by clicking on the box in the left-hand column.
3. Click **Request Medication**.
4. If you need to include further information with your request for a specific drug type the details into the Notes box next to that specific drug. When providing this information, you should bear in mind that it may be visible to all practice staff.
5. If you need to include further information with your request type the details into the Medication Request Notes field. When providing this information, you should bear in mind that it may be visible to all practice staff.

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6. Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection after a period of days specified by the healthcare organisation.
7. Click **Print Confirmation** to print out confirmation of this request.
8. Click **Return to Medication** to return to the Medication page where the status of the drug will show that it has been requested.

**Note:** Medical items will only be available if your healthcare organisation have made these available.

### To make a custom request (for an item that isn't on your repeat list)

Click the make a custom request radio button.

1. Type your request in the Medication Request Notes field.
2. Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection after a period of days specified by the healthcare organisation.
3. Click **Print Confirmation** to print out confirmation of this request.
4. Click **Return to Medication** to return to the Medication page where the status of the drug will show that it has been requested.

**Note:** Please check with the practice regarding their policy on contacting online users.

### Viewing and amending outstanding prescriptions

Click the **Outstanding Prescription Requests** link from the Medication page.

1. This page shows the date the request was made, the drug requested, any notes added to the prescription and actions.
2. To amend a prescription click the **Amend** button in the right-hand column of the prescription you want to amend.
3. The Amend Prescription Request is displayed. Here you can add notes specific for that drug, in the Notes box next to that drug. Add notes for the whole prescription in the long text box underneath the drug name. Cancel the request by selecting the tick box in the Cancel column.

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4. Once you have made your amendments click **Submit**. If you do not want to amend the request click **Back**.
5. Once submitting you will see a confirmation message that the prescription request was successfully amended.
6. To exit this screen click **Back** or any other menu option.

### Changing Your Pharmacy

To change the pharmacy you collect your prescriptions from:

1. Click the **Change Pharmacy** link on the Medication page.
2. Click **Choose** beside the pharmacy you want to use.

**Note:** You will only be able to specify a pharmacy here if you are logging on to your SystemOnline account for your healthcare organisation and your registered healthcare organisation sends your prescriptions to a pharmacy electronically.