Saffron Health Partnership

At the heart of the community

Online Services

The Health Centre

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Biggleswade

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Everything you need to know...

systmonline

Help us improve your access to our services

Your online account can

- Book appointments - GPs, Nurse Practitioners and Practice Nurses

- Request repeat prescriptions for any medications you take regularly

- Access your summary care record which includes your repeat medications, allergies / adverse, reactions and sensitivities.

- Access your coded medical records including, vaccinations, tests results, medication, diagnoses and diseases and notes regarding received or sent letters.

At this moment in time online services are only available for patients aged 16 and over.

Parents or guardian can apply for Proxy access, for children or dependants under 11, which permits an online account for the child.

Children aged 11 and over

Parents wishing to access the record of their children under 11 are informed that this access will be switched off, without further warning when the young person reaches the age of 11. It may be restored to the young person if they approach the practice at or after the age off 11. At this point the practice will make an assessment as to whether the young person is sufficiently competent to access their own notes and whether there are any safety or coercion issues.

Access can also be granted for patients that are unable to use the online booking service for themselves due to physical or mental disabilities.

Using Apps to use your online account

To use apps on electronic devices with your online account, you will need your account ID, passphrase and organisation code which was issued with your password. Following the instruction on the screens on your app to set up your account. It is likely that you will need your Date of birth.

View Test Results

This pages allows you to view your test results after they have been filed into your record by Saffron Health Partnership

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

Changing contact details

Please enter any correct details into the specified boxes that you wish to change and then press 'Submit'. There maybe times when we are required to verify the information is correct.

Changing Passwords

Click on change password

Enter your current password in the current password box. Create a new password following the guidelines on the screen. Enter your new password and confirm.

Passwords must be

- At least 8 characters long
- Contain at least one letter
- Contain at least one numeric character
- Contain a least one other character

Requesting additional services

To request additional services to your online account go to 'Request' button and select services that you would like added.

Before you apply for online services, there are some other things to consider.

You will be asked that you have read and understood the following before you are given login details.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Forgotten History

There may be something you have forgotten about in your record that you may find upsetting

Choosing to share your information with someone

It's up to you whether or not you share your information with others, for example family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Information about someone else

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

Please note to be given access to our online system we have a very strict identity verification process. To be given an individual account please come to the surgery with two forms of identification including one Photo ID. This will help us keep your healthcare records safe and secure.

The practice will remove account which have been misused and has the right to remove online access to services for anyone that doesn't use them responsibly. This includes not attending an appointment booked through the online system.

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 the practice so that they can remove online access until you are able to reset your password.

Help and Other Information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf

For more information about identity verification please see our application form or speak to a member of our admin team.

If you have any other questions or require more information do not hesitate to contact the surgery where a member of our team will be happy to help.

Booking Appointments

- Appointments at the Surgery are at the Langford surgery
- Appointments at Saffron Health Partnership are at Biggleswade surgery
- GP appointments are not to be used for completion of forms.

Please be aware you can only have one appointment booked at a time.

A list of the days with appointments available for each individual doctor will be displayed. Select 'View available appointments ' for the date and doctor chosen, a list of the times available will be displayed. Select a time and press "book" .

Future Appointments page allows you to view any appointments you already have booked. Past Appointments. This page allows you to view previously booked appointments.

Patient Record
This is a view of your 'Detailed coded medical record'. You can view entries between certain dates, staff members and codes types by choosing an option from the drop down list.

Summary Record
This is a view of your Summary care record (SCR). GP practices manage the SCR which is used by Healthcare providers when treating patients in emergencies. This record includes your includes sensitivities, medication and demography details.

Childhood Vaccinations
A list of vaccination that you have had since a child. The grid shows the current national guidance which has changed over the years. Not all vaccines maybe available to yourself. Please go to NHS choices for further details.

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