



Townsend House Medical Centre Contact Details

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Patients having problems logging on

- ◆ Did the patient wait at least one hour since obtaining their user name and password before trying to log on?
- ◆ Is the patient's password eight characters long and does it contain at least one number and one non-alphanumeric character?
- ◆ Is the patient trying to log on from abroad? Online services are only available from within the UK.
- ◆ Has the patient's online registration automatically ended because they have reached the age when parental access is no longer allowed (aged 16) If so, you will need to re-register the child.

49 Harepath Road, Seaton, Devon, EX12 2RY

Phone: 01297 20616

Fax: 01297 20810

E-mail: d-ccg.townsendenquiries@nhs.net

Website: www.townsendhousesurgery.co.uk

Facebook: www.facebook.com/townsendhousesurgery

SystemOne Online FAQ's



Email and Text Messaging

In addition to letters we will now also contact patients via email and text messages for administration purposes.

Please help us by keeping us informed of any changes to your contact details.

If you do not wish to receive contact via email or text, please let us know.

systemonline
BOOK REQUEST REGISTER

What is SystmOne Online Services?

SystmOne online services allows patients to request repeat medication, book/cancel appointments, or view their medical record even when the surgery is closed.

How do I access online services?

Patients need to register for this service. This requires patients to complete a registration form confirming their mobile telephone number and their email address. Identification must be provided at point of registering for online services.

I've forgotten my password, what do I do?

Underneath the login box there is a link called 'forgotten password' click on this link, you will then be prompted to enter your username and email address. Once you have confirmed this you will receive an email asking you to change your password. Alternatively please do not hesitate to contact the surgery on 01297 20616.

How Can Patients Get the SystmOnline App?

The SystmOnline app can be used on: Apple devices running the iOS operating system (iPhones and iPads), and mobile phones and tablets running the Android operating system It is listed on Apple's App Store and on the Google Play Store (search for "SystmOnline") and is available to download for free.

What is a 'summary care record?'

The Summary Care Record is a summary of a patient's GP medical record uploaded to Spine so that it can be accessed by any legitimate carer, regardless of the computer system they use. The circumstances when this is beneficial includes when a patient is seen at a hospital or Out of Hours unit or when a temporary resident is seen at a GP practice.

Your summary care record includes: allergies, sensitivities, current repeat medication and current acute medication.

The medication I need is not listed?

If you do not see your usual repeat medication on the screen, this may be because the doctor needs to reauthorise your request, to do this please list your order in the notes box and we will process the reauthorisation and order the medication or send you an email message.

You may order your prescription up to 7 days before they are next due, if your repeat prescription is not listed on the screen or states it needs re-ordering please list the prescription in the message box.

I've received a verification email however I still don't have a username or password?

Once you have completed a registration form, a member of the admin team will register you for online services. Firstly you will receive a verification email asking you to confirm your date of birth (dd/mm/yyyy) and email address. Please note: you must enter the same email address as given on the registration form.

Accessing my Medical Record

You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.