

Imminent Changes to Accessing On-line Services

Briefing for Patients

In September we are changing our clinical computer system. We currently use a system called EMIS and are moving to SystmOne. This change will affect your on-line access to services.

All access to on-line services will cease on the 13th September. This Briefing Document explains what you will need to do to re-establish your on-line services.

Most of our patients that use on-line services for booking appointments and prescriptions use the system called **Patient Access**



<https://www.patientaccess.com/>

Unfortunately this system is provided by EMIS and only works with EMIS Practices. **You will not be able to use this system to access on-line services at all after the 13th September.**

There are a number of alternative apps and websites you can use to access on-line services:

- SystmOnline - provided by SystmOne and only works with SystmOne (our new system)
- The NHS App
- Evergreen Life/i-Patient
- Engage Consult
- Patient Services
- The Waiting Room
- various other apps available on Android and Apple.

These services all enable you to:

- Book appointments
- Order prescriptions
- View your medical record.

We are encouraging our patients to use the SystmOnline or NHS App in future as it keeps it much more straightforward for us to help support you with accessing these 2 Apps that we are more familiar with, but the choice is yours.

Here is a bit of information about both services:-

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

SystmOnline gives all of the functionality you are used to and provides access through a website plus an App for use on Smartphones and Tablets. You will be able to register on this system once we are live with it in the Practice. We anticipate you will be able to do this after the 30th September.



The NHS App - <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

All Practices using SystmOne and EMIS systems are now connected to the NHS App so you can register with this and use it now. You will need to update your



registration when we have moved to SystmOne, and all online services won't be available after the 13th September until we are fully live on the new system, so you may wish to wait until after the 30th September to register.

The NHS App gives access to appointments, prescriptions and your medical record but because it is the NHS' own product you can do a few other things too such as:

- check symptoms
- find out what to do when you need help urgently
- record you preferences for organ donation
- control how the NHS uses your data.

Access to other NHS services via this app is likely to develop in future.

Please note the NHS App can only be used on a smartphone or tablet as it is an app not a website.

There's some really helpful information on how the NHS App works and how to register on the NHS' website: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help-and-support/>

Interruption to On-line Services

During the period between 13th September and 30th September you will need to ring us to order prescriptions or book appointments. Please telephone 01246 58860 for prescriptions and ring your surgery to book appointments.

Getting Back On-line After the 13th September

To get access via a new on-line app or to re-register you will need:

- Linkage key (could be called a passphrase)
- ODS code (organisation code or practice ID)
- Account ID.

You may still have kept these from when you first registered, if so you can try to use these to (re)register.

If you do not have this information, it's OK, we will be sending you a copy by email after the 30th September. Please bear with us while we do this as we have thousands of patients registered for on-line services and each will need new codes generating and the email sending.

Questions

If you have any questions about the above please contact us: admin.staffahealth@nhs.net