

Proxy Access Guide for Care Homes with SystmOne GP's

**Care Home Application & Agreement for Online SystmOne GP Records Form
MUST be signed by both GP Practice AND Care Home
before the Care Home Online User account(s) can be processed and the Care Home Patients record
enabled for Online Services**

Setup for the Care Home will involve:

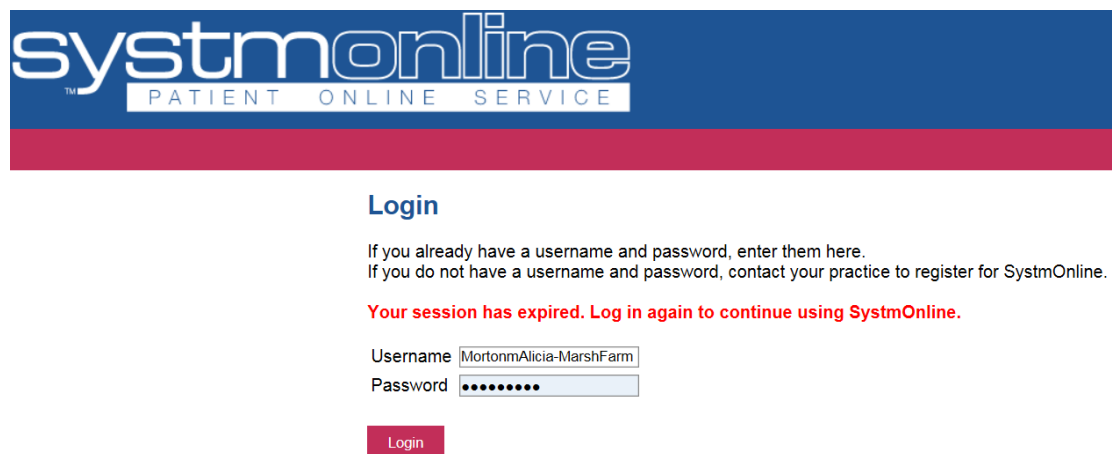
- A care Home representative holding a conversation with the resident, relatives or current carer (usually at point of CH registration) to explain in full, the concept of Online Services via Proxy Access. Where the resident does not have capacity, online access may be allowed where it is felt to be in the resident's best interest. Decisions of family members, those with lasting powers of attorney or court appointed deputies should also be respected.
- Signed Confirmation of Resident Awareness Form is completed for each resident and handed to their GP Practice.

What is involved in Setting up Proxy Access?

- The Care Home Staff that will be enabled for access to resident's GP records (recommendation no more than three users per Care Home) will need to discuss with the GP what ID they are required to show to be set up as Proxy Access Users.
- The staff members will then receive a unique username & password to log in to SystmOne On-line Service.

Logging on to Systmonline Service to Access Patients Records

- Search for <https://systmonline.tpp-uk.com> and log on



- The list of your resident names that have consented to Proxy Access and are registered with this GP will appear on the screen.
- Click to select resident

Choose Patient

You can access online services on behalf of the following patients. Select the patient whose account you want to access.

HBL Business Change GP Demo

Mr Batman Jones

Mr Harry Smithson

- Click on the heading (i.e. Under 'Records', select 'Patient Record') from the options, to choose what action you would like to perform

Appointments	Medication	Records	Account
<p>Mr Batman Jones NHS Number: 112 233 6020 Date of birth: 31 Oct 1932</p>	<p>HBL Business Change GP Demo Charter House, Parkway, Welwyn Garden City, Hertfordshire, AL8 6JL Usual GP: Nikky Nicholson Current user: Mortonm Alicia-Marsh Farm</p>	<p>General: 01707390855</p>	
Note: Grey links represent features which have been disabled by HBL Business Change GP Demo			
<p>Appointments</p> <p>Book Appointment Future Appointments Past Appointments</p>	<p>Medication</p> <p>Request Medication Outstanding Prescription Requests Change Pharmacy</p>	<p>Records</p> <p>Patient Record Summary Patient Record Childhood Vaccinations View Test Results Record Audit Questionnaires Manage Sharing Rules Sharing Requests Consent to Share Settings</p>	
		<p>Account</p> <p>View Alternate Patient/Practice Messages Change Contact Details for Mortonm Alicia-Marsh Farm Change Contact Details for Mr Batman Jones Change Password Manage Online Services Manage Account Users Link Account Reset Account Account Information Online Usage Audit</p>	

- If the on-set date has been applied (recommended), you will only see data recorded after this date, therefore the "show events between" will not override the on-set date

Patient Record (Page 1/1)


The information displayed on this page has been taken from HBL Business Change GP Demo

Show events between
and
☐ Include data recorded with an unknown date

Recorded by
Entry type
Text Search

Go

Viewing Patients Records

- You will see a table appear and the most recent entries will display at the top.
- Where you see the Word Letter Icon,  right click on icon to 'view letter'

21 Jun 2019	Bev Sitton (SystmOne Administrator)	HBL Business Change GP Demo (General Practice)
Vaccination	Fluarix Tetra (GSK) 1 0.5 ml	
Note		
Vaccination consent	Vaccination Consent: INFLUENZA	
Coded entry	Allergy to plasters (XaLKU)	

Back

- To **'Go Back'** click the red back button (using the general arrow back button on top of your toolbar may knock out your connection).

Requesting Medication

- Under **Medication**, select **Request Medication**
- Click to either **Request existing medication** OR **Make custom request**

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

- ☒ Request existing medication

Recent Medication

There are no recent medications to display.

Regular Medication

	Drug
<input type="checkbox"/>	Amoxicillin 500mg capsules 21 capsule - take one 3 times/day Last Issued: 27 Jun 2016 Last requested 21 Jun 16, status Issued, with notes '2 months please'

- ☐ Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Continue

- To **order a repeat**, tick the box next to the appropriate medication name
- To **request new medication**, add medication details in the **'Medication request notes'**
- Click to **continue**

Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Notes
Amoxicillin 500mg capsules 21 capsule - take one 3 times/day Last Issued: 27 Jun 2016 Last requested 21 Jun 16, status Issued, with notes '2 months please'	you can add notes here if necessary

Medication request notes

You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Request Medication

Back

- Click to **'Request Medication'**

Medication Order Summary

A request was sent to the practice to prescribe the following items on 21 Jun 2019 13:08

This prescription will be available to collect from 25 Jun 2019

Your prescription will be ready for collection in two working days (after 2pm)

Item	Notes
Amoxicillin 500mg capsules	you can add notes here if necessary

[Print Confirmation](#)[Return to Medication](#)

- We would recommend printing the medication so it can be checked on receipt
- Click 'home' to return to the front screen or 'logout' if no further action is required.

To Move to next Patients Record

Under the heading '**Account**' > select 'View Alternative Patient'