

A Guide to Ordering Your Repeat Prescription online



A Guide to Ordering Your Repeat Prescription Online

- ❖ Go to <https://systmonline.tpp-uk.com> (PLEASE NOTE: It can take up to an hour after your username and password have been generated for you to be able to log in)
- ❖ Enter your Username and Password supplied by the surgery (see screenshot 1)

Screenshot 1



systmonline
BOOK REQUEST REGISTER

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

User Name

Password

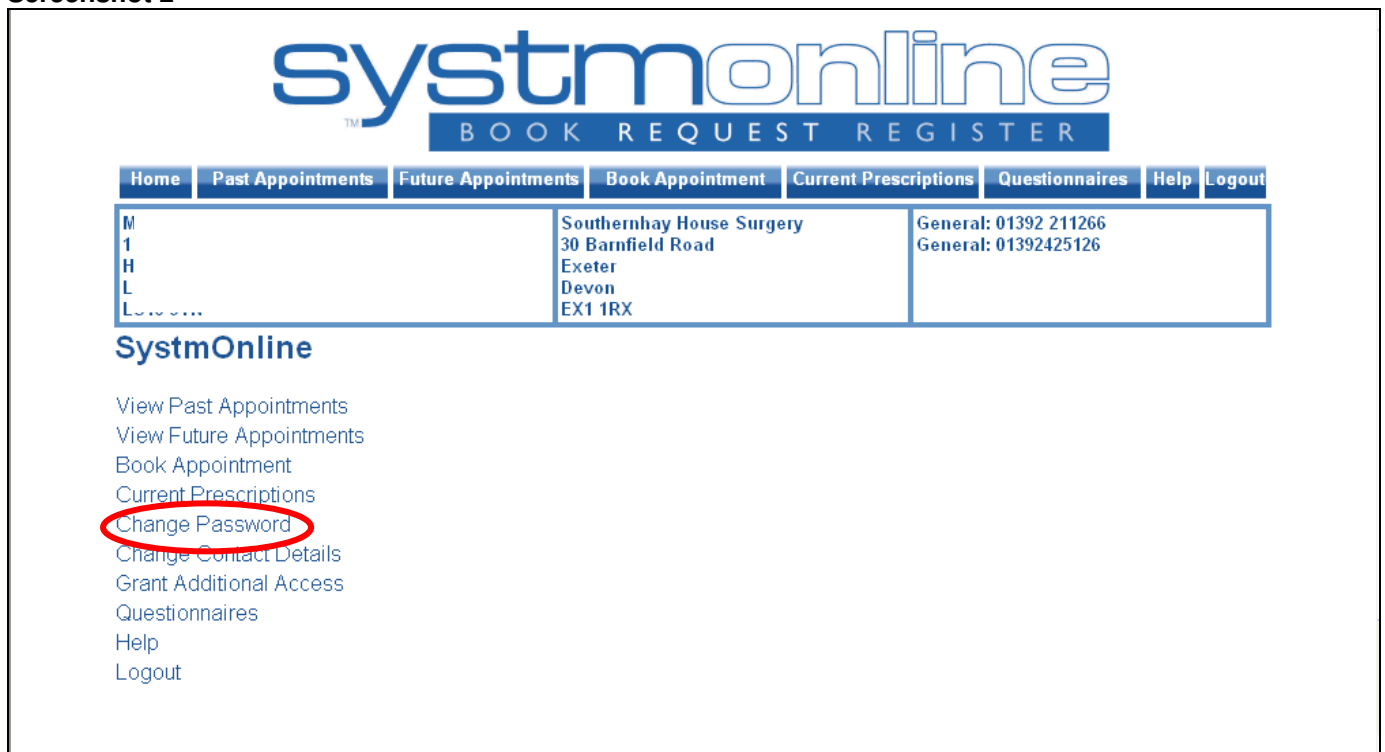
[Help](#)
For any further questions or assistance, contact your practice.

tpp

All materials on this website are the copyright of TPP. All rights are reserved. [Privacy Policy](#).

- ❖ Once you have logged in you can change your password if you wish by clicking on **Change Password** from the Home screen (see screenshot 2)

Screenshot 2



systmonline
BOOK REQUEST REGISTER

Home	Past Appointments	Future Appointments	Book Appointment	Current Prescriptions	Questionnaires	Help	Logout
----------------------	-----------------------------------	-------------------------------------	----------------------------------	---------------------------------------	--------------------------------	----------------------	------------------------

M 1 H L L...	Southernhay House Surgery 30 Barnfield Road Exeter Devon EX1 1RX	General: 01392 211266 General: 01392425126
--------------------------	--	---

SystemOnline

- View Past Appointments
- View Future Appointments
- Book Appointment
- Current Prescriptions
- Change Password**
- Change Contact Details
- Grant Additional Access
- Questionnaires
- Help
- Logout

- ❖ Click on **Current Prescription** on the list at the top of the page (see screenshot 3)
- ❖ Choose which medications you wish to order from the list by clicking on the box to the left of the medication (See screenshot 3)
(**PLEASE NOTE:** SystmOnline will only let you order your prescription no sooner than 7 days before the medication is due. This gives you a week to order before you run out)
- ❖ Enter where you would like to collect your prescription from in the **Medication Request Notes** box at the bottom of the page (see screenshot 3)
- ❖ When you are happy with the details of your request, click on **Request Medication** (see screenshot 3)

Screenshot 3

systemonline
BOOK REQUEST REGISTER

Home | Past Appointments | Future Appointments | Book Appointment | **Current Prescriptions** | Questionnaires | Help | Logout

Miss Golden Girl Phoenix Patient
Southernhay House Surgery
30 Barnfield Road
Exeter
Devon
EX1 1RX
General: 01392 211266
General: 01392425126

Current Prescriptions

To order prescriptions from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into 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 prescriptions ready for collection.

Drug	Dosage	Quantity	Last Issued	Status
Aciclovir 5% cream	APPLY AS REQUIRED	500 gram - 5 %	12 Apr 2012	Cannot order medication until 7 day(s) before it's due.
Aspirin 75mg dispersible tablets	take one daily	7 tablets	29 Dec 2011	Cannot order medication until 7 day(s) before it's due.
<input checked="" type="checkbox"/> Ibuprofen 200mg effervescent tablets	take one 3 times/day	10 tablets	09 Dec 2011	Due for review on 09 Jun 2012.
Ibuprofen 5% gel	apply 3 times/day	30 grams	03 Jan 2012	Cannot order medication until 7 day(s) before it's due.

Medication request notes
You can use this field to include notes with your request. If you require a reply from your practice please include contact details (please check with your practice regarding their policy on contacting patients).

Please send to Boots High Street

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

❖ You can now print the details of your request if you wish by clicking on **Print Confirmation** (see screenshot 4)

Screenshot 4

systemonline
BOOK REQUEST REGISTER

Home Past Appointments Future Appointments Book Appointment Current Prescriptions Questionnaires Help Logout

M I F L L	Southernhay House Surgery 30 Barnfield Road Exeter Devon EX1 1RX	General: 01392 211266 General: 01392425126
-----------------------	--	---

Medication Order Summary

A request was sent to the practice to re-prescribe the following items on 19 Dec 2011 10:56

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

Item	Status
Ibuprofen 200mg effervescent tablets	Requested

Medication request notes

Please send to Boots High Street

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

YOUR PRESCRIPTION WILL BE READY FOR COLLECTION 2 WORKING DAYS LATER IF YOU ARE COLLECTING FROM THE SURGERY OR 3 WORKING DAYS LATER IF YOU ARE COLLECTING FROM A PHARMACY.

If for any reason we are unable to action your request, we will contact you to let you know why.

PLEASE NOTE: If you wish to have your prescription sent to a pharmacy, the following are the ones we can have your prescription sent to:

- Boots High Street
- Boots Exe Bridge
- Boots Mount Pleasant
- Day Lewis Beacon Lane
- Day Lewis Whipton
- Lloyds Fore Street (Heavitree)
- Lloyds Magdalen Road
- Lloyds Sidwell Street
- Sainsburys Guildhall
- Sainsburys Pinhoe
- St Leonards Pharmacy
- Superdrug Guildhall

Otherwise you can collect your prescription from either Southernhay House Surgery or Whipton Branch Surgery.

Important things to remember

- If at any point you suspect someone might know your password then you must change it immediately. You can do this by logging into your account in the usual way and selecting Change Password from the Home page.
- If at any point you suspect someone has used your details to log into your account then you must contact the surgery immediately.
- If at any point SystmOnline is not working then you can still request your repeat prescription by filling in the repeat form attached to your last prescription, or by filling in a form in surgery. Likewise, if you change your mind about SystmOnline and would prefer not to use it then you can still request your prescription in the "old-fashioned" paper way.

If you need any further help with using SystmOnline, please go to <https://systmonline.tpp-uk.com/help.html> or contact reception.

At present the facilities to book appointments online and answer questionnaires are disabled but we hope to offer these services in the future.