

# WELTON FAMILY HEALTH CENTRE

## Instructions for accessing your Online Services

You will need to locate the Welton Family Health Centre website. Either search for our surgery using a search engine (google/bing etc) or type the following web address: [www.weltonsurgery.co.uk](http://www.weltonsurgery.co.uk)

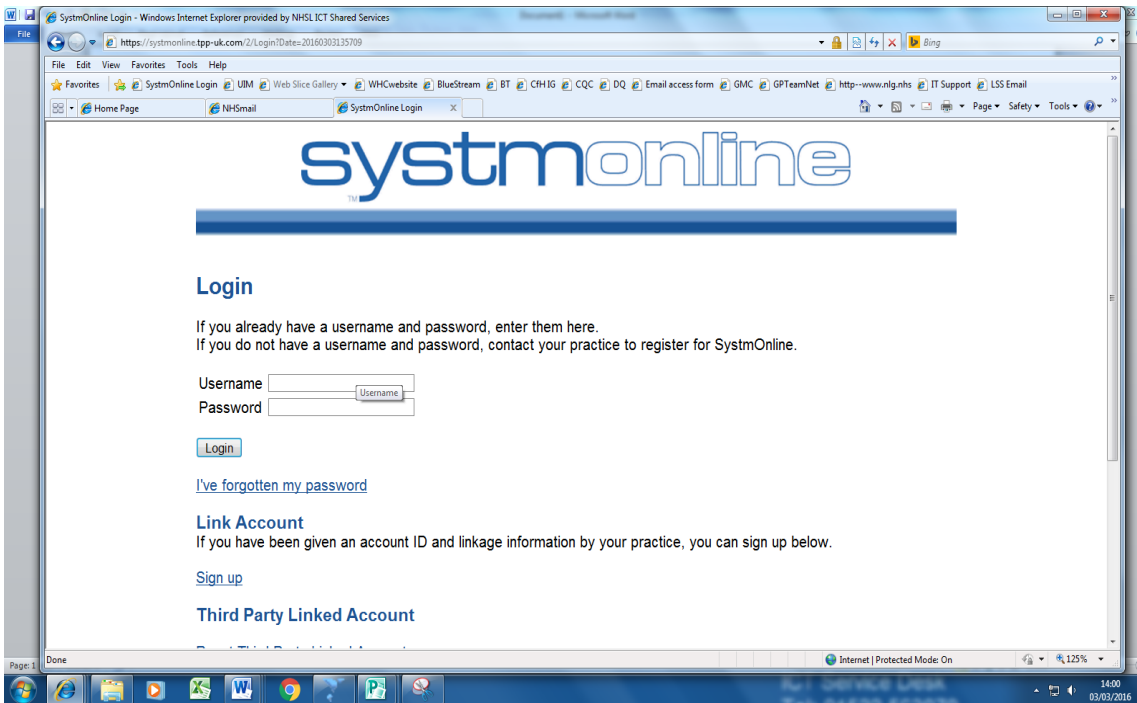
You will be taken to the home page:-



Scroll down this page until you see the following:-



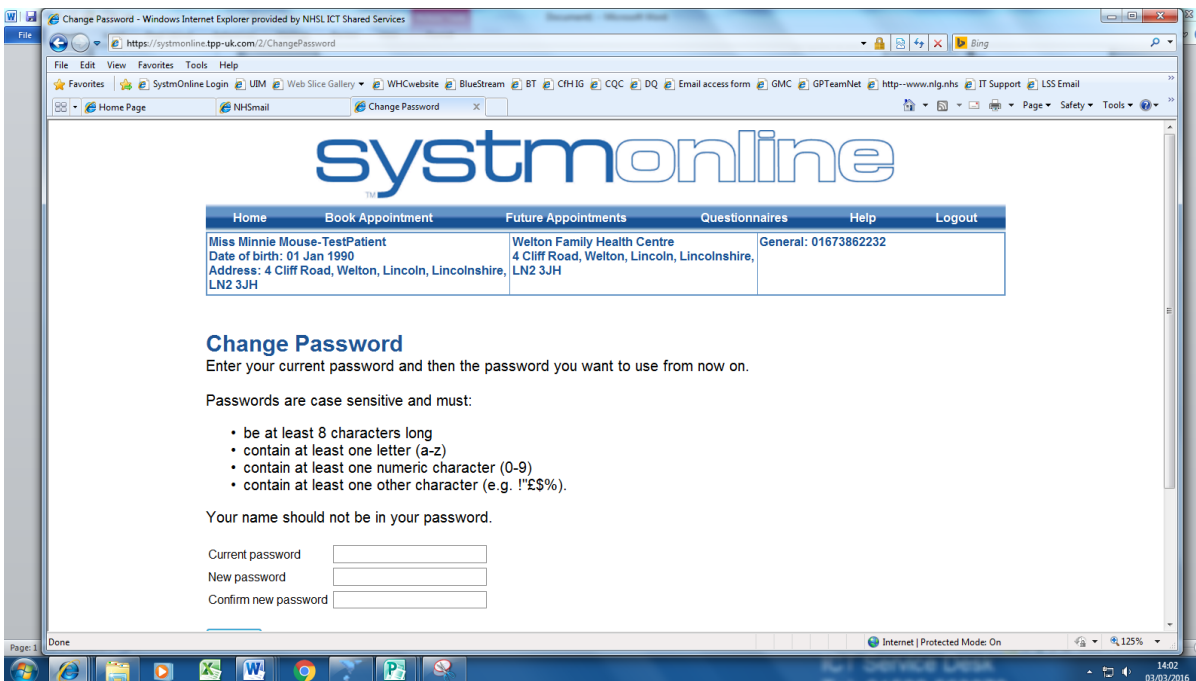
You can access the SystmOnline log-in screen either by clicking on the 'ONLINE ACCESS LINK' or double left click on the 'Order your repeat prescription' picture. Both will take you to where you need to be.



Enter your login details that have been given to you from the Health Centre.

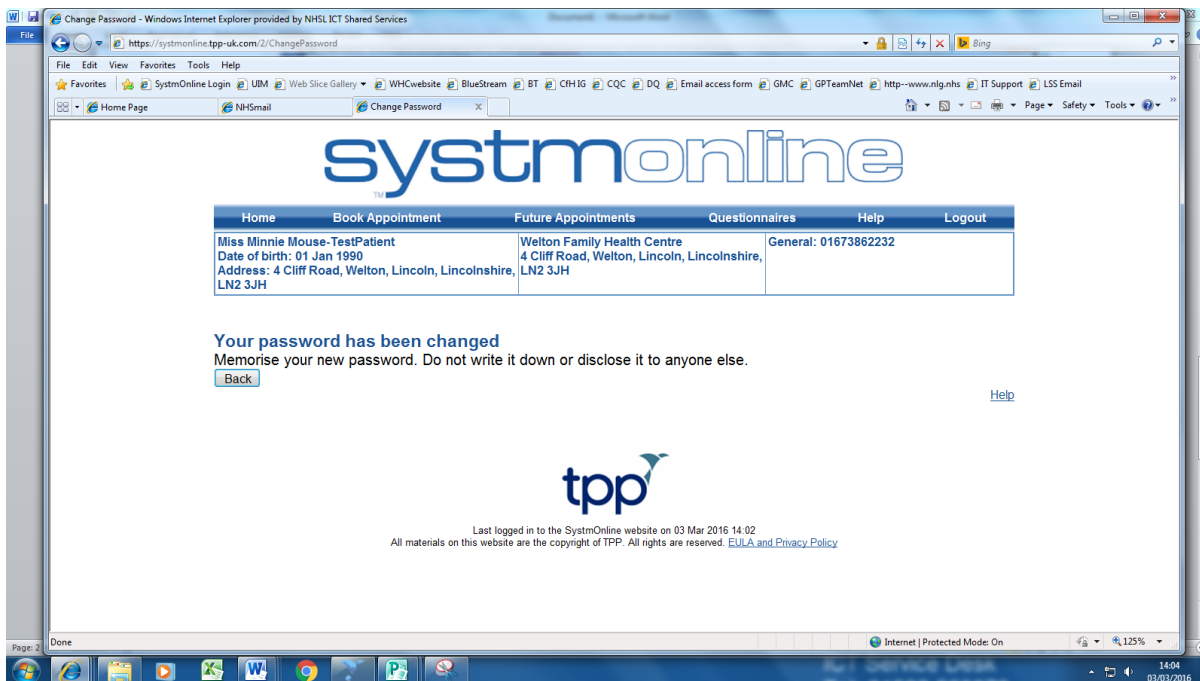
Please take care to enter the username & password exactly as they are shown on your letter. Click on 'login'.

You will be asked to change your password on the next screen:

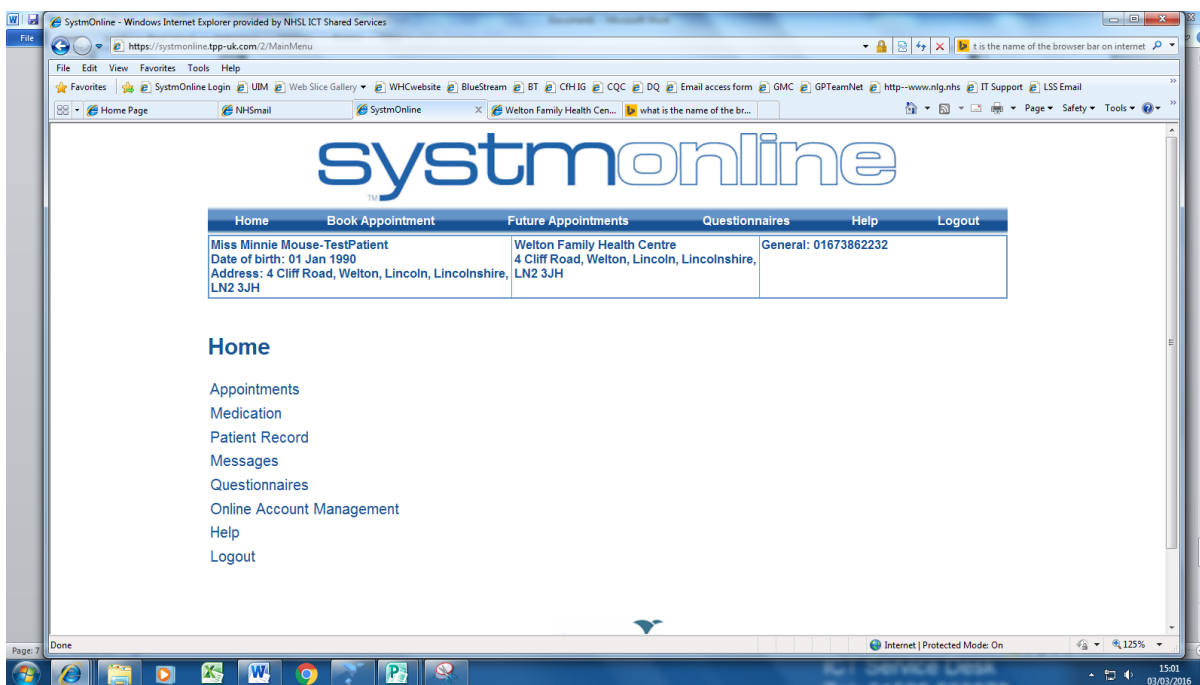


Don't forget to include the necessary letters + number + other character (e.g. ? % !) otherwise the new password will be rejected.

You will then be taken to the following screen.



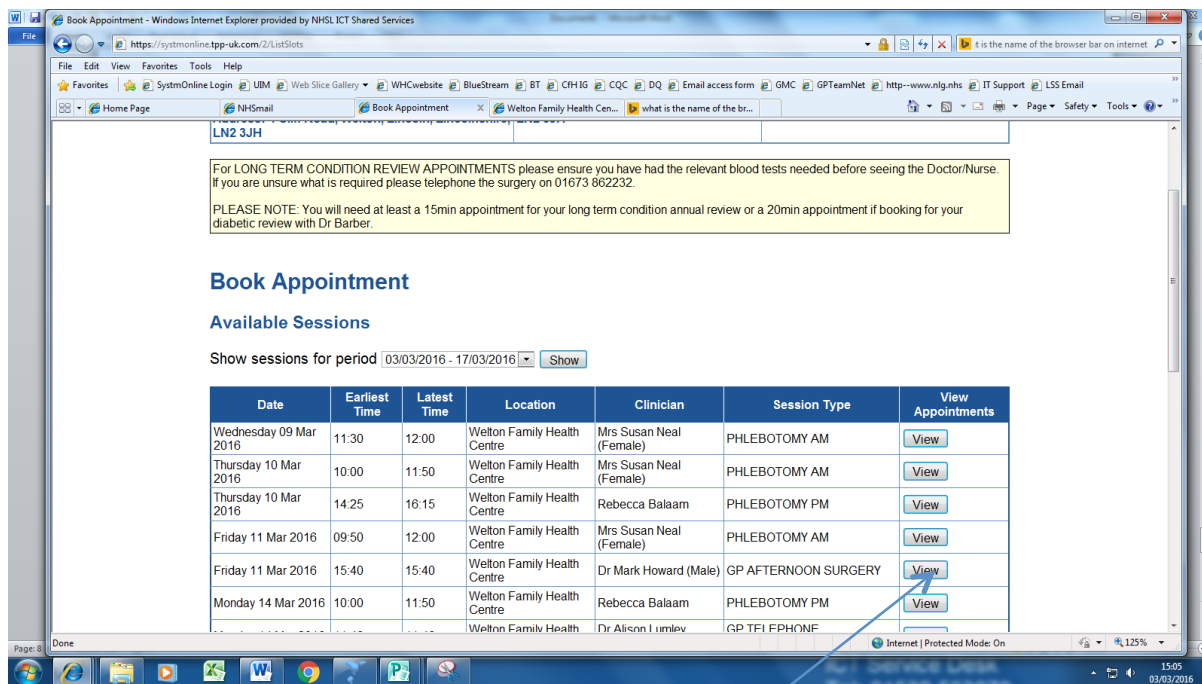
Click on 'back' to take you to your home page.



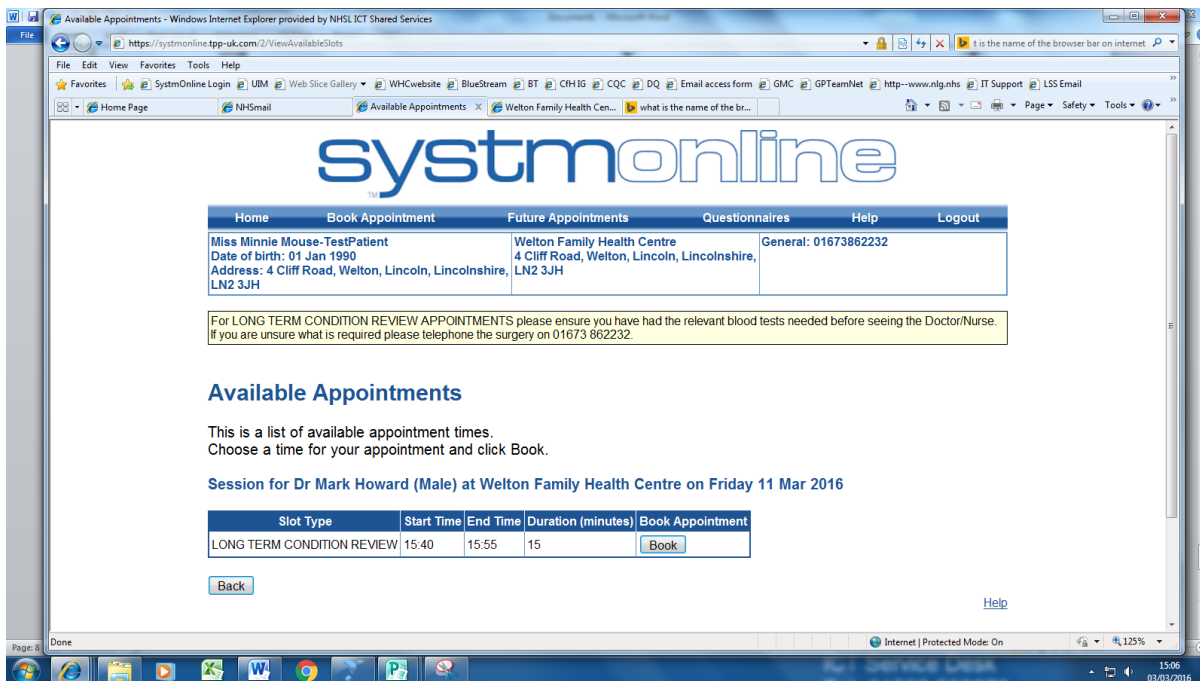
YOU ARE NOW READY TO EXPLORE!

Select any of the headings shown under HOME

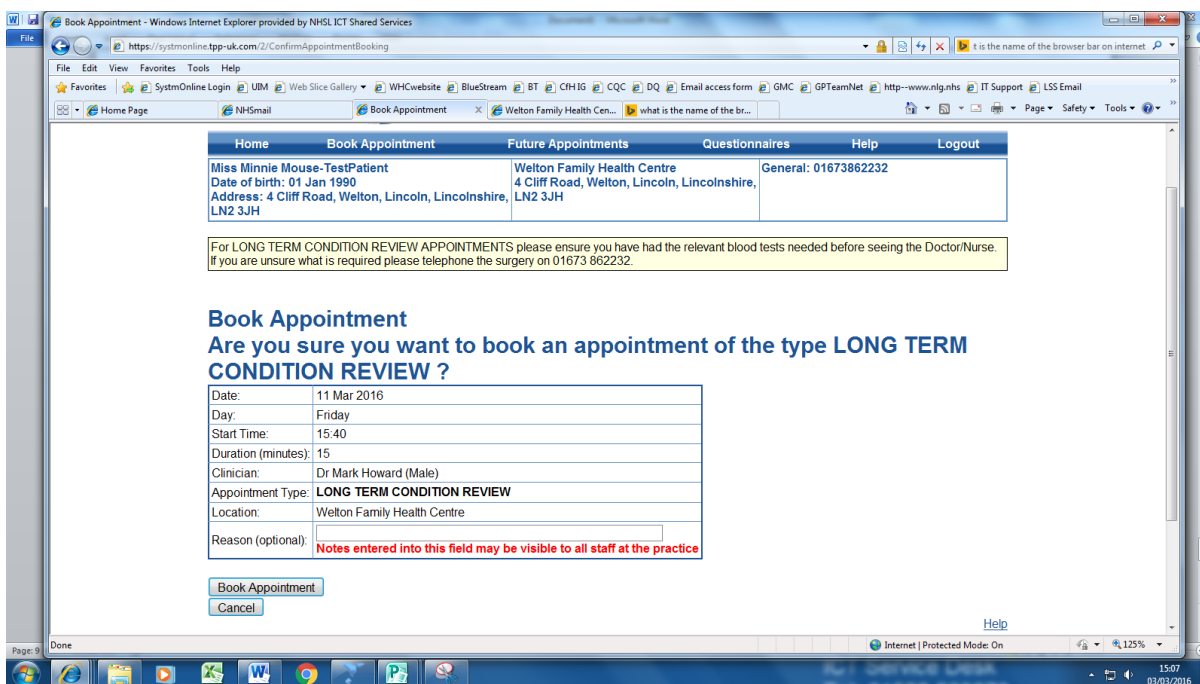
# Let us start with Appointments

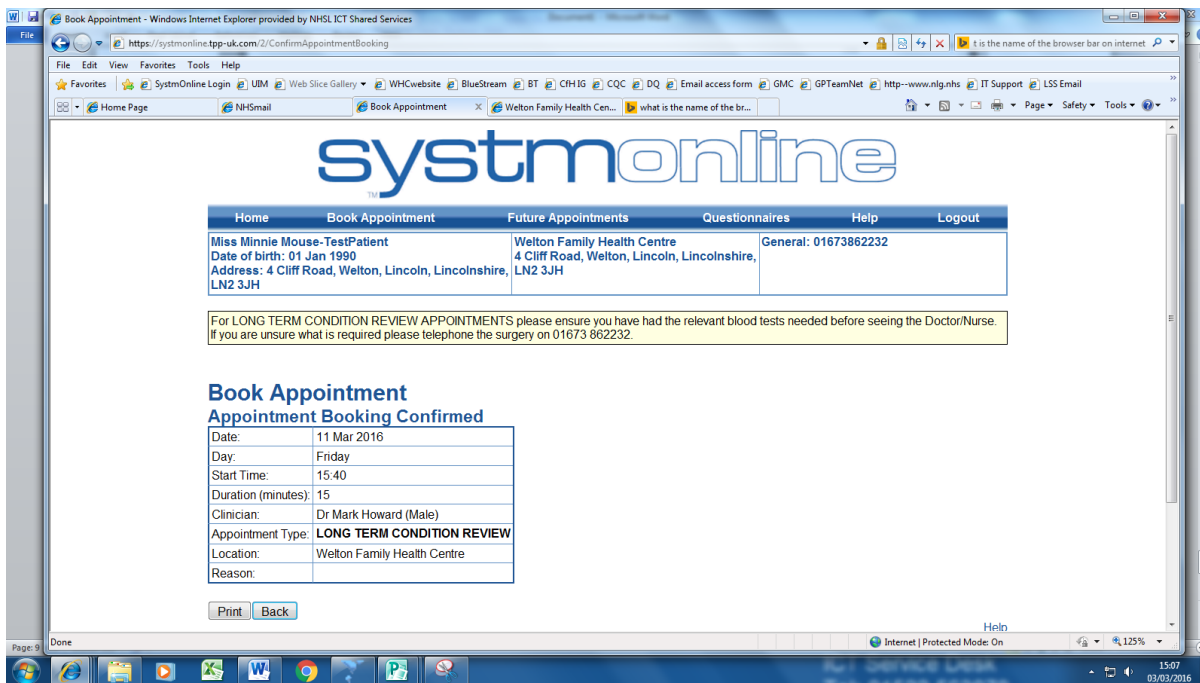


Select by clicking view



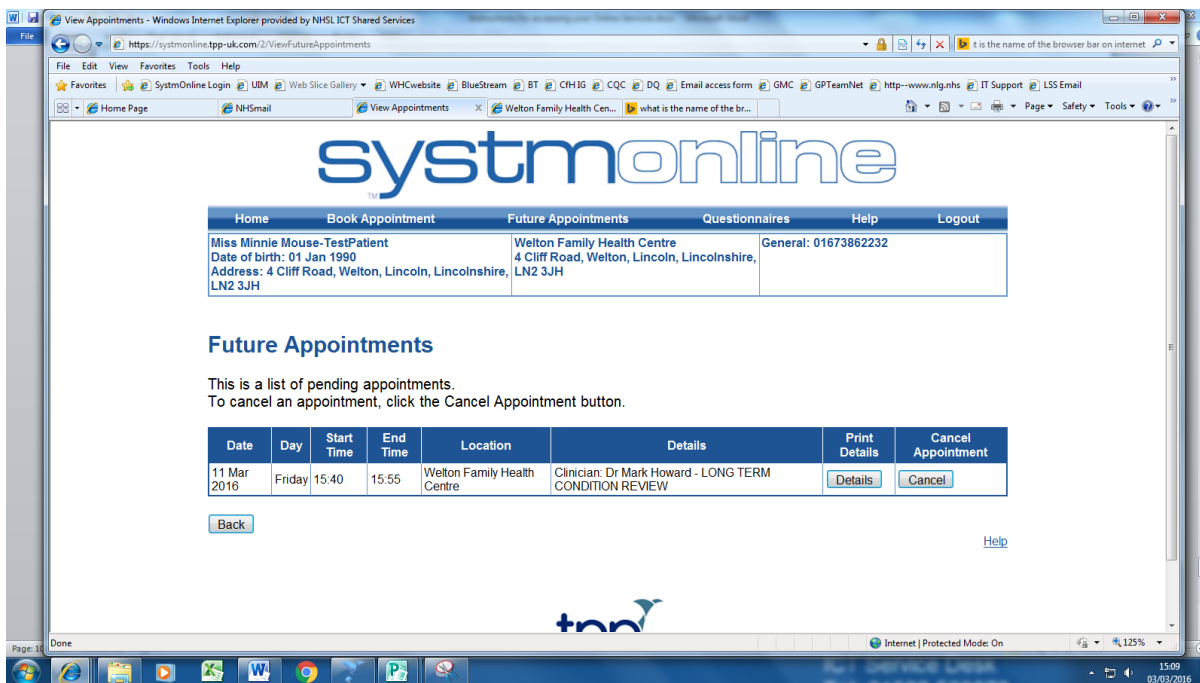
If you find a suitable appointment click on the 'book' button.





Click on 'back' and then 'back' again to appointments home screen.

Select Future Appointments. You will see details of your booked appointments. Please note that you are only able to book one appointment at a time using online services. This is because there are only a limited number available at any one time. Therefore if you are booking an appointment for your diabetic review or any other annual long-term condition review for example, you will need to book an appointment first with a phlebotomist to have your blood taken approximately a week before you see the doctor or nurse.



You will see from the above screen shot that you have the option to cancel an appointment.

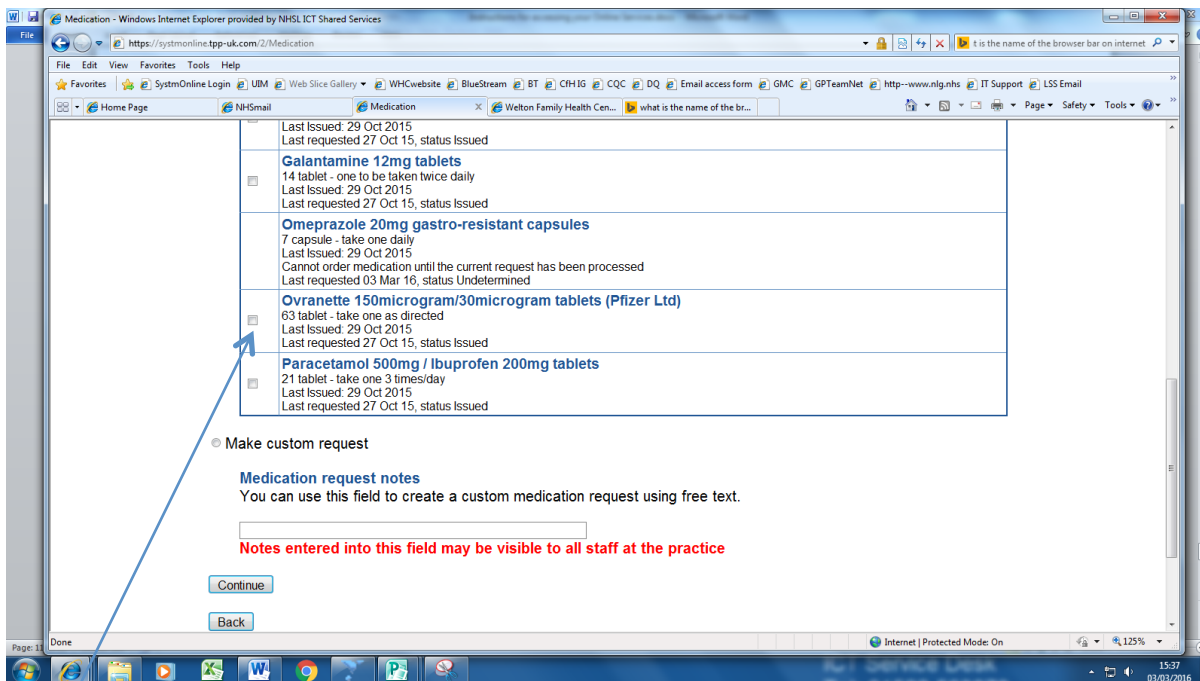
Ordering your repeat Prescription

From the Home screen select Medication this will take you to the following screen:

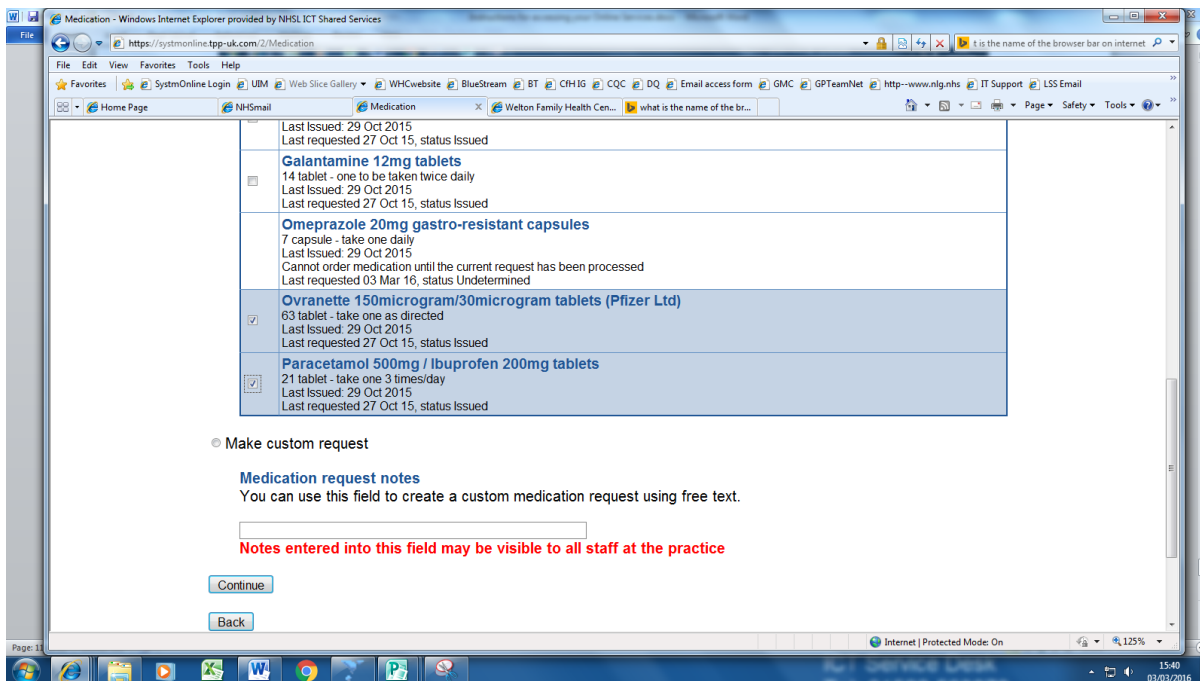


Then select Medication rather than Prescription Requests.





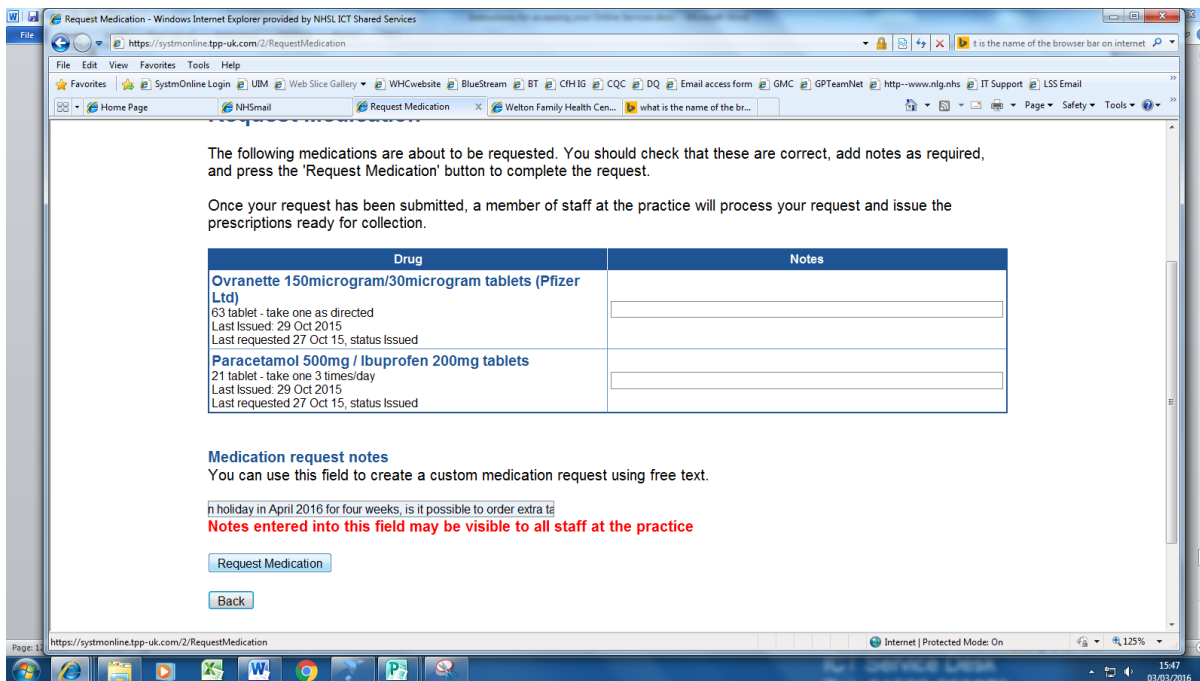
Select the medication you require from the list by clicking on the box to the left hand side of the drug. Select each one needed and these will then be highlighted as shown below.



If there is no tick box to the left of a drug you will see a note to say when you last requested and you will need to retry at a later date.

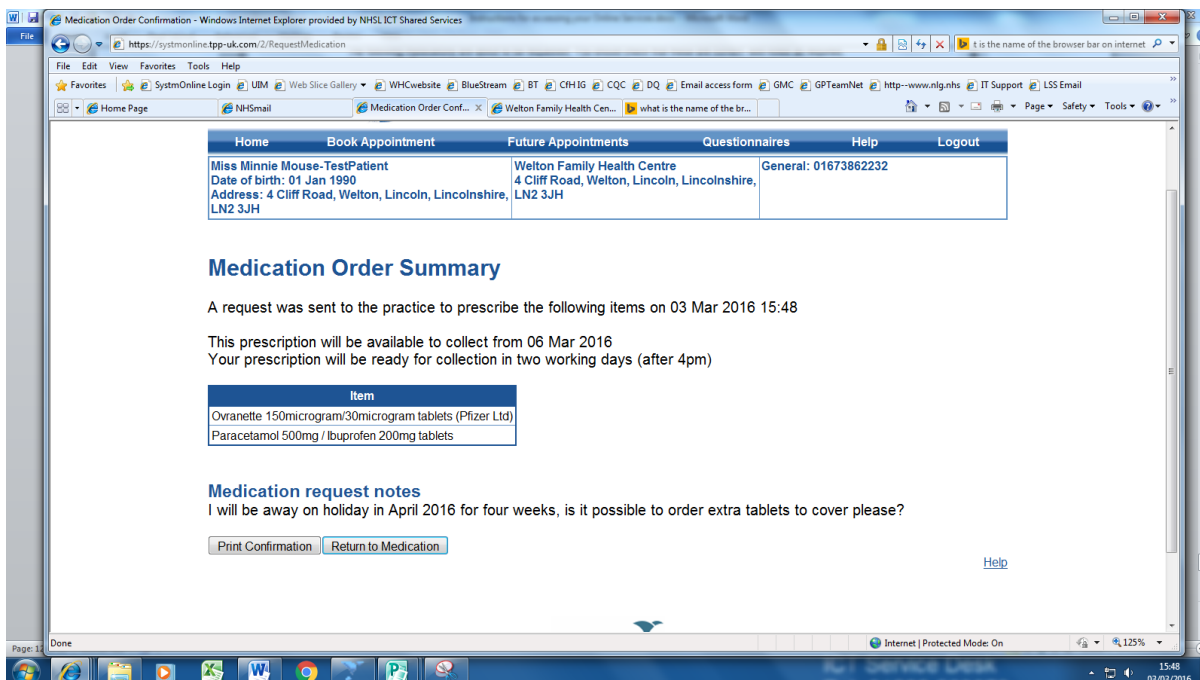
Click continue





I have shown as an example in the Medication Request notes that Minnie Mouse is going on holiday. You can ask the Dispensary relevant questions if you need to, saving you telephoning in to the surgery.

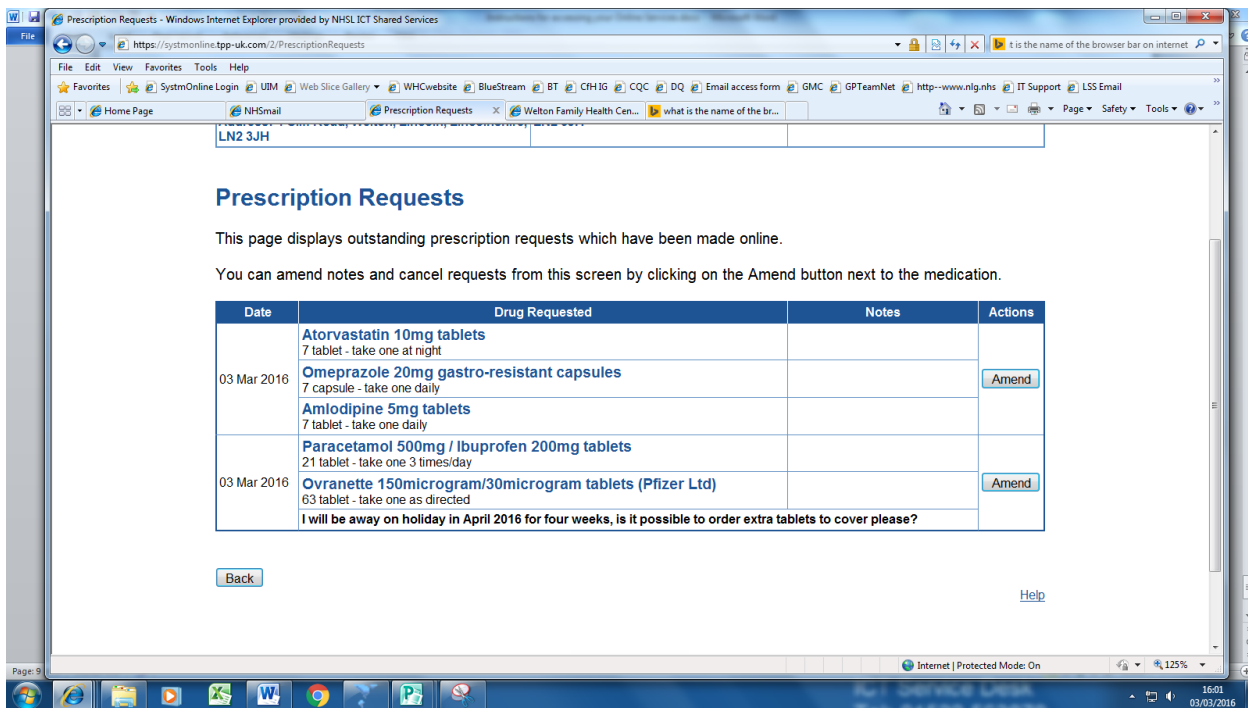
### Select request medication



You may either print confirmation or return to medication home screen.

If you return to Medication – select Prescription Requests.

Patients often try to order their medications via this route and as you will see from the following screenshot this shows items that you have requested and are currently waiting for.



Click back or select home from the top toolbar to return to main screen.

This is only a brief outline of the two main uses of our online services. We hope you find this printout useful.

WELTON FAMILY HEALTH CENTRE

3<sup>RD</sup> MARCH 2016