

# A Guide to Booking & Cancelling Appointments online



# A Guide to Booking or Cancelling an Appointment 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**

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- ❖ 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	<b>Book Appointment</b>	Current Prescriptions	Questionnaires	Help	Logout
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M	Southernhay House Surgery	General: 01392 211266
1	30 Barnfield Road	General: 01392425126
H	Exeter	
L	Devon	
L...	EX1 1RX	

### SystmOnline

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

- ❖ Click on Book Appointment from the list at the top of the page (see screenshot 2)
- ❖ A choice of available sessions will be displayed (See screenshot 3)

### Screenshot 3

**systemonline**  
BOOK REQUEST REGISTER

Home Book Appointment My Future Appointments Current Prescriptions Questionnaires Help Logout

Mr Mi  
123 B  
Exete  
EX1 1

Southernhay House Surgery  
30 Barnfield Road  
Exeter  
Devon  
EX1 1RX

General: 01392 211266

## Book Appointment

### Available Sessions

This is a list of sessions that have available appointments.  
Find a session that you would like to book into and click View Available Appts.

Date	Earliest Time	Latest Time	Location	Clinician	Clinician Gender	Session Type	View Appointments
Wednesday 21 Aug 2013	14:20	14:50	Southernhay House Surgery	Mrs Louise Broom	Female	Cryo	<a href="#">View</a>
Friday 23 Aug 2013	17:45	18:00	Southernhay House Surgery	Mrs Louise Broom	Female	Adult Flu	<a href="#">View</a>

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- ❖ Find a session that you would like to book and click VIEW to see a full list of available appointments (Screenshot 4)

### Screenshot 4

### Available Appointments

This is a list of available appointment times.  
Choose a time for your appointment and click Book.

Session for Mrs Louise Broom at Southernhay House Surgery on Wednesday 21 Aug 2013

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
Flu	17:45	17:48	3	<a href="#">Book</a>
Flu	17:48	17:51	3	<a href="#">Book</a>
Flu	17:51	17:54	3	<a href="#">Book</a>

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- ❖ Click Book. At this point you will see an appointment booking confirmation which can be printed. (Screenshot 5)

### Screenshot 5

## Book Appointment

### Appointment Booking Confirmed

Date:	21 Aug 2013
Day:	Wednesday
Start Time:	17:45
Duration (minutes):	3
Clinician:	Mrs Louise Broom
Appointment Type:	Flu
Location:	Southernhay House Surgery
Reason:	over 65

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- ❖ To view your future appointments click My Future Appointments where you can also cancel your appointment if it is no longer required (Screenshot 6)

**We do request that you call reception if you are cancelling within an hour of your scheduled appointment so that we have time to offer it to another patient.**

## Screenshot 6

**systemonline**  
BOOK REQUEST REGISTER

Home Book Appointment **My Future Appointments** Current Prescriptions Questionnaires Help Logout

Mr Mickey Mouse  
123 Barnfield Road  
Exeter  
EX1 1RX

Southernhay House Surgery  
30 Barnfield Road  
Exeter  
Devon  
EX1 1RX

General: 01392 211266

### My Future Appointments

This is a list of your pending appointments.  
To cancel an appointment, click the Cancel Appointment button.

Date	Day	Start Time	End Time	Location	Appointment Type	Clinician	Status	Details	Cancel Appointment
21 Aug 2013	Wednesday	17.45	17.48	Southernhay House Surgery	Flu	Mrs Louise Broom	Booked	Details	<b>Cancel</b>

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## 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 SystemOnline is not working then you can still contact the surgery on 01392 211266 choosing Option 1 for appointments.

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

Don't forget...we can send you text message reminders for your appointments if you sign up for our SMS Text Message Service. Ask at reception for a consent form or you can print it from [www.southernhayhousesurgery.co.uk](http://www.southernhayhousesurgery.co.uk)