

Patient's Guide to Systmonline

This is what your home page will look like when you log in.

It may look slightly different on the app version of Systmonline or in the Airmid app, but the principle of each section is the same.

The screenshot shows the Systmonline Patient Online Service interface. At the top is a dark blue header with the 'systmonline' logo and 'PATIENT ONLINE SERVICE' text. Below this is a red navigation bar with four tabs: 'Appointments', 'Medication', 'Records', and 'Account'. The main content area is white and contains patient information on the left, a central note about disabled features, and four columns of service options. The 'Request Medication' option is highlighted with a green star. At the bottom, there is a yellow box with a heart icon and text about a new app called 'Airmid', with 'Download on the App Store' and 'GET IT ON Google Play' buttons.

Appointments | **Medication** | **Records** | **Account**

Miss Golden Girl Phoenix Patient-TestPatient
Date of birth: 16 Jun 1957

West4Gps
Chiswick Health Centre at Stamford Brook, 14-16 Stamford Brook Avenue, London, W6 0YD
Usual GP: Dr Yolanda Holderness

General: 02086303518

Note: Grey links represent features which have been disabled by West4Gps

Your Appointments

- Book Appointment
- Future Appointments
- Past Appointments

Your Medication ★

- Request Medication
- Outstanding Prescription Requests
- Change Pharmacy

Your Records

- Patient Record ●
- Summary Patient Record
- Childhood Vaccinations
- View Test Results ●
- Record Audit
- Questionnaires
- Consent to Share Settings

Your Account

- Messages
- Change Contact Details
- Change Password
- Manage Online Services
- Manage Account Users
- Link Account
- Reset Account
- Account Information
- Online Usage Audit

We (TPP) have developed a new app - 'Airmid' - which provides you with existing Systmonline functionality plus lots more! Try the new Airmid app now. You can log in with your Systmonline username and password.

Download on the App Store | GET IT ON Google Play

To order your repeat medication click the Request Medication button (★)

To view your GP medical records or results you click Patient Record or View Test Results buttons (●)

Ordering Medication

After you have clicked Request Medication, your repeat medication list will load.

Request existing medication

Recent Medication

There are no recent medications to display.

Regular Medication

Drug
<input type="checkbox"/> 4SURE beta-ketone testing strips 4S-810-4183401-001 (Nipro Diagnostics (UK) Ltd) 10 strip - use as directed Last Issued: Never Last requested 14 Nov 23, status Refused
1 <input checked="" type="checkbox"/> Clenil Modulite 100micrograms/dose inhaler (Chiesi Ltd) 200 dose - Inhale TWO puffs slow and steady, TWICE daily via spacer (low dose ICS for asthma). All used inhalers should be returned to a pharmacy to be disposed of safely. Last Issued: Never
<input type="checkbox"/> Epimax excetra cream (Aspire Pharma Ltd) 500 gram - Apply as directed to skin. Please consider purchasing future supplies over the counter in accordance with NHS guidance Last Issued: 13 Jun 2022 Last requested 14 Nov 23, status Refused
<input type="checkbox"/> Paracetamol 500mg tablets (Zentiva Pharma UK Ltd) 100 tablet - take 1 or 2 4 times/day Last Issued: 14 Nov 2022 Last requested 14 Nov 23, status Refused
<input type="checkbox"/> Rosuvastatin 10mg tablets 7 tablet - take one daily Last Issued: 05 Jul 2023 This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse. Last requested 14 Nov 23, status Refused
<input type="checkbox"/> Salbutamol 100micrograms/dose inhaler CFC free 200 dose - ASTHMA: Inhale TWO PUFFS slow and steady, when required. If you need to use your blue inhaler more than 2-3 times in a week then your asthma maybe poorly controlled and you should make an appointment at your GP practice Last Issued: Never

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

2

Back

1. You must tick the boxes of the items you would like to order.

2. Once you have ticked the medication, click Continue

3. On the next page you must then click the Request Medication button

Your request will then come through to the practice immediately.

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
Clenil Modulite 100micrograms/dose inhaler (Chiesi Ltd) 200 dose - Inhale TWO puffs slow and steady, TWICE daily via spacer (low dose ICS for asthma). All used inhalers should be returned to a pharmacy to be disposed of safely. Last Issued: Never	

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

3

Request Medication

Back

Requesting a Medication Review/Early medication order for Travel

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"/> 4SURE beta-ketone testing strips 4S-810-4183401-001 (Nipro Diagnostics (UK) Ltd) 10 strip - use as directed Last Issued: Never Last requested 14 Nov 23, status Refused
<input type="checkbox"/> Clenil Modulite 100micrograms/dose inhaler (Chiesi Ltd) 200 dose - Inhale TWO puffs slow and steady, TWICE daily via spacer (low dose ICS for asthma). All used inhalers should be returned to a pharmacy to be disposed of safely. Last Issued: Never
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1 Make custom request

Medication request notes

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

2

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

3

If you cannot tick the box it will be due to 2 reasons:

- the item is due for review/reauthorisation by the doctor
- the item is not yet due for issue

To request a medication review and the prescription you need to use the custom request.

1. Click Make custom request

2. Type in the box what medication it is for and that you need a review. If it is for all your medications, you can state that.

If you are requesting early for travel, you need to state your travel dates in the custom request box.

3. Once you have typed in the box, click Request Medication.

The request will come through to the surgery immediately.

To View Records


If you have full access to your medical records, when you click on View Record the below will appear.

If you do not have full access you need to click Manage Online Services under Your Account on the home page and request to add Full Clinical Record.

Once you have access, you are able to adjust the timeline of events in your record using the date range.

Patient Record (Page 1/6)

The information displayed on this page has been taken from West4Gps

Show events between  and

Include data recorded with an unknown date

Recorded by

Entry type

Text Search

Previous [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [Next](#)


27 Mar 2024	Miss Shannon O'Mahony (Admin/Clinical Support Access Role)	West4Gps (General Practice)
Note	Online Services password was reset	
12 Mar 2024	Sent online by Miss Golden Girl Phoenix Patient-TestPatient "Westfour"	West4Gps (General Practice)
Coded entry	Would recommend services to family and friends (Y1c65) - (Added from Questionnaire)	
12 Mar 2024	Sent online by Miss Golden Girl Phoenix Patient-TestPatient "Westfour"	West4Gps (General Practice)
Coded entry	Would recommend services to family and friends (Y1c65) - (Added from Questionnaire)	
22 Feb 2024	Justyna Swiercz (Clerical Access Role)	West4Gps (General Practice)
Coded entry	Patient telephone number (9159.) - 07440 530553	
Coded entry	Short message service text message sent to patient (XaMii)	






You are also able to filter the records using the Entry type e.g a Letter


This will show you all the clinical letters and correspondence that is saved in your records from hospitals and other healthcare providers.

Patient Record (Page 1/1)

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Show events between
and
 Include data recorded with an unknown date
Recorded by
Entry type 
Text Search

22 Jan 2024	Ai Chin (Pharmacist)	West4Gps (General Practice)
Letter	Care Plan to Miss Golden Phoenix Patient-TestPatient	
23 Oct 2023	Miss Shannon O'Mahony (Admin/Clinical Support Access Role)	West4Gps (General Practice)
Letter	Invoice to Miss Golden Phoenix Patient-TestPatient	
10 Jul 2023	Miss Shannon O'Mahony (Admin/Clinical Support Access Role)	West4Gps (General Practice)
Letter	Referral to Healthy Hounslow Referral Form - HN, Hounslow, Health Promotion	
30 May 2023	Mrs Cindy Heslington (Admin/Clinical Support Access Role)	West4Gps (General Practice)
Letter	Referral to Cardiology - Heart Failure (known) Community Management (eRS Letter) - HN, Hounslow, Cardiology	
05 Apr 2023	Miss Shannon O'Mahony (Admin/Clinical Support Access Role)	West4Gps (General Practice)
Letter	Referral to Adult ADHD to CNWL - HN, Adults, Hounslow, Mental Health	

 Click on the word document to open and download the letter.

From there you can then save and print the document as you wish.