

Security

The [SystemOnline](#) service has been developed by TPP and tested and accredited for use by a government body called NHS Connecting for Health.

All personal information used by [SystemOnline](#) is secure and protected. It is only available to staff at your practice who have the appropriate security control to do so i.e. those managing your appointments and repeat prescription requests.

For security reasons and confidentiality of your medical records you must not give your username and password to anyone else. Similarly you should only access [SystemOnline](#) via the approved links on our website or via the approved App for your phone or tablet.

If you would like to register for SystemOnline access please attend the surgery with a photographic ID and proof of address and speak with a receptionist



What Can I Do?

- View existing appointments
- Book a new appointment
- Cancel an appointment
- View and request medication
- Change your contact details
- View a summary of your patient record

[SystemOnline](#) is available 24hours a day, 365 days a year via our website and apps available for Apple and Android.



Church Lane Medical Centre

Orchid Rise
Scunthorpe
DN15 7AN

Tel: 01724 853838

Email: nl.b81064@nhs.net

www.churchlanemcscunthorpe.nhs.uk

Information for Patients



View, Book and Cancel Appointments

View and Request Medication

ONLINE

Access via our website at
www.churchlanemcscunthorpe.nhs.uk or
via the SystemOnline App

systemonline
BOOK REQUEST REGISTER



SystemOnline makes booking appointments and requesting medication easy

Any Time !

Manage Your Appointments ONLINE

Booking your next appointment online is easy and you can do it without waiting for surgery telephone lines to open. So, whether it's the middle of the night, your lunch break or even if you're away you can securely login and arrange an appointment.

Forgotten your next appointment date ?
Login to [SystemOnline](#) and see it !

Need to cancel your appointment ? Login to [SystemOnline](#) and easily cancel it.

Please note appointments are for Church Lane registered patients only.

Manage your Medication ONLINE

If you find it hard to get into the practice or to phone up and order your prescription, [SystemOnline](#) could make your life easier.

Simply login to [SystemOnline](#) and view a list of medication you have been prescribed. Select the prescription you need and click the 'Request Medication' button. You can then simply collect (or arrange for someone else to collect) your prescription 2 working days later.

Please note the message box is only for prescription queries. Online orders placed after 12noon will not be processed until the next working day.

Instructions for Use

First you need to register for online services with reception. Your account will take 30-60 minute to be activated the first time you use it.

You will have the option to change your password to something that you can remember from your home screen.

Due to issues surrounding confidentiality we can only register patients aged 16 years and over for [SystemOnline](#).

TO ENSURE YOU ARE ACCESSING A SECURE SITE PLEASE ONLY ACCESS ONLINE SERVICES THROUGH OUR WEBSITE OR VIA THE APPROVED APP

Not everyone can access their GP surgery during normal opening hours. [SystemOnline](#) helps by letting you manage aspects of your care over the internet

systemonline
BOOK REQUEST REGISTER