

# ONLINE HELP BROCHURE



[www.boamhp.co.uk](http://www.boamhp.co.uk)

A STEP BY STEP GUIDE ON HOW TO USE THE  
ONLINE SYSTEM TO:

BOOK APPOINTMENTS  
AND  
ORDER PRESCRIPTIONS

## TROUBLESHOOTING

Please speak to reception for any online problems encountered:

**The Health Centre:** 01225 866611  
**Winsley Health Centre:** 01225 860003  
**St. Damian's Surgery:** 01225 898490

OR

**Email:** [boamhp.onlinehelp@nhs.net](mailto:boamhp.onlinehelp@nhs.net)



THE BRADFORD-ON-AVON & MELKSHAM HEALTH PARTNERSHIP



## HOW TO GET STARTED. . .

### Step 1:

To register online please show a **PHOTO ID** (passport or driving licence) to reception and a username and password will be printed for you. Please wait 24hours before logging in so that your account can be activated.

### Step 2:

Go to the practice website **www.boamhp.co.uk**.

Scroll down the homepage until you see the 'Online Services' buttons:

**Bradford on Avon & Melksham Health Partnership**

Bradford on Avon: 01225 866611  
Winsley HC: 01225 860003  
St Damian's: 01225 898490  
St Margaret's: 01225 866613

Home | Opening Times | Appointments | Prescriptions | Clinics & Services | Tests & Results | New Patients | Practice Staff | Contact Details

**Online Services**

- Repeat Prescriptions: Order your repeat medications online with our secure form
- Cancel Appointment: Tell us if you need to cancel your appointment
- Make Appointment: Make a routine appointment with the doctor
- Your Contact Details: Tell us if your name, address or telephone number has changed
- Your Clinical Record: Help us to keep your clinical record up to date
- Practice Newsletter: Subscribe to the email edition of our practice newsletter

### Step 3:

Underneath 'Online Services', click onto

**Repeat Prescriptions**  
Order your repeat medications online with our secure form

OR

**Make Appointment**  
Make a routine appointment with the doctor

### Step 4:

You will now see the log in screen:

**systemonline**  
BOOK REQUEST REGISTER

Login

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

User Name:   
Password:

Login

Help

For any further questions or assistance, contact your practice. If you are a **new patient** and wish to register for care at this practice, please click below.  
(This will **not** register you for SystemOnline. If you are already registered at this practice and require a username and password, please contact the practice)

Register with this practice

tpptp

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Please type your username and password here.

### Step 5:

Once logged in, you will see this screen:

**systemonline**  
BOOK REQUEST REGISTER

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

Bradford on Avon Health Centre Station Approach Bradford-on-Avon Wilts BA15 1DQ	Appointments: 01225866511 General: 01225 866611
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SystemOnline

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

tpptp

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At this stage, you can change your password to something more familiar. To do this click 'Change Password' from the list on the left. Once you have entered a new password and clicked 'submit', click the 'back' button to take you back to where you started.

### Step 6:

Select the list of options on the left side or one of the tabs along the top.

BOOK REQUEST REGISTER

Future Appointments | **Book Appointment** | Current Prescriptions | Que

Bradford-on-Avon Health Centre Station Approach Bradford-on-Avon Wilts BA15 1DQ	Appointments General: 0122
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## HOW TO BOOK APPOINTMENTS

### Step 1:

To book an appointment click the 'Book Appointment' tab at top of screen:



### Step 2:

You will now see this page which explains what appointments are offered online. Please take time to read this to make sure you book the most appropriate appointment. If you cannot find the appointment you are looking for, please contact the appointments team on **01225 865200** as they may have other options available to them not showing here.

THE FOLLOWING APPOINTMENTS ARE NOW AVAILABLE TO BOOK ON-LINE:

**ROUTINE SURGERY**  
To book a routine appointment with the Doctor

**HEALTH CARE ASSISTANT**  
Choose the 'blood test' slot to book a normal blood test  
Choose the 'fasting blood test' slot to book a fasting blood test  
For fasting blood tests, please do not forget to eat or drink NOTHING from 10pm the night before, except for water!  
Please only book a blood test appointments if the Doctor has asked you to do so

**SMEAR CLINIC**  
When booking your cervical smear test please ensure the appointment is made in the middle of your cycle and please bring a urine sample with you.  
Please only book a smear test if you have received a letter asking you to make an appointment

**PLEASE NOTE:** If you cannot find the appointment you are looking for, please contact the appointments team on 01225 865200 as they may have other options available to them not showing here.

### Step 3:

Scroll down the page to view appointments:

PLEASE DON'T FORGET TO PUT YOUR PHONE NUMBER IN THE 'REASON BOX' WHEN YOU MAKE THE BOOKING - THIS IS THE PHONE NUMBER THE DOCTOR WILL USE TO PHONE YOU!

**SMEAR CLINIC**  
When booking your cervical smear test please ensure the appointment is made in the middle of your cycle and please bring a urine sample with you.  
Please only book a smear test if you have received a letter asking you to make an appointment.

**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.

Show sessions for period: 21 Jan 2013 - 03 Feb 2013 at All sites

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View
Monday 21 Jan 2013	19:25	19:45	Bradford-on-Avon Health Centre	Dr Paul Crocker	Telephone calls	<a href="#">View Available Appts</a>
Wednesday 23 Jan 2013	19:20	19:45	Winstley HC Dispensary	Dr Janice Patrick	Telephone calls	<a href="#">View Available Appts</a>
Thursday 24 Jan 2013	07:35	07:55	Bradford-on-Avon Health Centre	Dr Fiona Tees	Telephone calls	<a href="#">View Available Appts</a>
Thursday 24 Jan 2013	15:35	15:35	St Damian's Surgery	Dr Katelyne Parker	Routine Surgery	<a href="#">View Available Appts</a>
Friday 25 Jan 2013	10:52	10:52	St Damian's Surgery	Mrs Norah Allan	Health Care Assistant	<a href="#">View Available Appts</a>
Friday 25 Jan 2013	12:15	12:15	St Margaret's	Kim Wilcox	Cervical Smear Clinic	<a href="#">View Available Appts</a>
Monday 28 Jan 2013	09:37	09:37	Bradford-on-Avon Health Centre	Mrs Lorna Wareham	Health Care Assistant	<a href="#">View Available Appts</a>
Monday 28 Jan 2013	09:20	09:20	Winstley HC Dispensary	Dr Fiona Tees	Routine Surgery	<a href="#">View Available Appts</a>

### Step 4:

To book dates not shown on main list and to choose location, click on drop-down menus as shown below and then click 'Show'.

Find a session that you would like to book into and click view Available Appts.

Show sessions for period: 30 Dec 2012 - 12 Jan 2013 at All sites

Date	Earliest Time	Latest Time	Location	Clinician	Session Type
Monday 31 Dec 2012	08:37	10:00	St Margaret's	Mrs Norah Allan	Health Care Assistant
Monday 31 Dec 2012	14:25	14:25	St Damian's Surgery	Dr Paul Crocker	Routine Surgery

### Step 5:

When you find an appointment you would like to book, click on

## View Available Appts

### Step 6:

This will take you to another page where you can select the exact time of appointment and book.

### Available Appointments

This is a list of available appointment times.  
Choose a time for your appointment and click Book.  
Session for Mrs Lorna Wareham at Bradford-on-Avon Health Centre on Thursday 03 Jan 2013

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
BOOK FOR FASTING BLOOD TEST ONLY	08:45	08:52	7.5	<a href="#">Book</a>
BOOK FOR FASTING BLOOD TEST ONLY	08:52	09:00	7.5	<a href="#">Book</a>
BLOOD TEST	09:07	09:15	7.5	<a href="#">Book</a>
BLOOD TEST	09:22	09:30	7.5	<a href="#">Book</a>
BLOOD TEST	09:30	09:37	7.5	<a href="#">Book</a>
BLOOD TEST	09:37	09:45	7.5	<a href="#">Book</a>
BLOOD TEST	09:45	09:52	7.5	<a href="#">Book</a>

[Back](#)

### Step 7:

It is helpful for the Clinician if you would like to state reason for appointment in this box. Once complete, click 'Book Appointment'.

### Book Appointment

#### Confirm Appointment Booking

\*\*\* You must click below to book or cancel this appointment \*\*\*

Date: 03 Jan 2013  
Day: Thursday  
Start Time: 08:45  
Duration (minutes): 7.5  
Clinician: Mrs Lorna Wareham  
Appointment Type: BOOK FOR FASTING BLOOD TEST ONLY  
Location: Bradford-on-Avon Health Centre  
Reason (optional):  
Notes entered into this field may be visible to all staff at your practice

[Book Appointment](#)

[Cancel](#)

To check or cancel an appointment:

Click the 'Future Appointments' tab at top of page. The next page to appear will give you the options next to the appointment to 'view details' or 'cancel'.



For frequently asked questions about online appointments please go to the Practice website and click the blue tab at the top of screen 'Appointments' then 'Online Appointments'.



# HOW TO ORDER PRESCRIPTIONS

## Step 1:

Click on the 'Current Prescription' tab at top of screen which will take you to a page that looks like this:

Home	Past Appointments	Future Appointments	Book Appointment	Current Prescriptions	Questionnaires	Help	Logout
Bradford-on-Avon Health Centre Station Approach Bradford-on-Avon Wiltshire BA15 1DQ				Appointments: 01225 866611 General: 01225 866611			

### 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
<input type="checkbox"/> Macrolog compound oral powder sachets NPF	1 at 8am	60 sachets	20 Jul 2012	Medication needs reviewing by GP before it can be requested.
<input checked="" type="checkbox"/> Paracetamol 500mg / Ibuprofen 200mg tablets	take one 3 times/day	56 tablets	12 Sep 2012	Due for review on 12 Sep 2013.

### Medication request notes

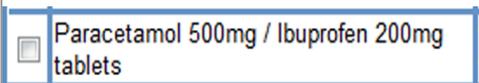
You can use this field to include notes with your request. If you require a reply from your practice please include contact details (please check with your practice regarding their policy on contacting patients).

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

Request Medication

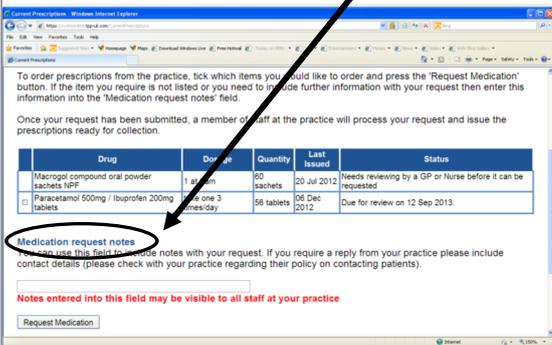
## Step 2:

Select which medication you would like to order by clicking the small box to the left of the medication.



## Step 3:

Any regular medication you would like that isn't listed, please write this in the 'medication request notes' located just below the table.



Please also state in this box where you would like to collect prescription e.g. St. Margaret's Pharmacy.

## Step 4:

To finish order, make sure to click 'Request Medication' at bottom of page.

### 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).

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

Request Medication

Back



## Frequently Asked Questions

*When will my prescription be ready?*

Please allow **48 hours** from when request is sent before coming down to the surgery to collect. The Practice has to deal with 1000s of prescription requests on a weekly basis and each prescription needs to be checked as appropriate before the Doctor will sign. Many requests generate queries and problems that only a Doctor can resolve. To do this job efficiently we require 2 working days.

*How do I order medication that is not on my repeat prescription?*

On the 'Current Prescriptions' page your repeat medication will be listed in the table, however, any medication that is not on repeat will not be listed. **If you have had some medication in the last year that you would like to request, please type this in the box below 'medication request notes'.**

*How do I order more of my repeat medication if I am going on holiday?*

If you require more of your repeat prescription please write this in the 'medication request notes' and state why. **The more information you write in this box, the better informed we are to process your request without additional queries.**

*Why does the tick box not appear next to my repeat medication?*

The tick box will not appear if you are ordering your repeat prescription too soon.

If you have lost or mislaid your medication and require more, please write this in the 'medication request notes' and remember to state the reason why including a day time telephone number in case of a query.

*What does my review date mean and do I have to see someone if I haven't had the medication for over a year?*

You will need to see your Doctor before the review date is reached or if you are requesting medication that you haven't had in over a year. This will be a routine appointment with your usual Doctor where all of your medication is reviewed. Please speak to a member of the reception team to find out if you need a blood/urine/ blood pressure test prior to seeing the Doctor.