

STEP 1: Visit our website www.dishleygrangemedicalpractice.co.uk:

STEP 2: Scroll down and click the following button:

We hope you enjoy having a look around the site and familiarising yourself with some of the online features such as ordering a [repeat prescription](#). Whatever your thoughts, be sure to let us know via our [feedback function](#). Comments and suggestions are always a great way of helping us continue to enhance the way we look after you.



Access

The practice complies with the Disability Discrimination Act and each surgery has suitable access and amenities for disabled patients and facilities for the hard of hearing [Induction loop System]. Wheel chairs are available for patient use in the surgeries and the practice operates a wheelchair loan service. The surgery complies with the [NHS Accessible Information Standard](#) and if you have a disability and require help accessing any information, please [CLICK HERE](#) to find out how we can help.

Online Appointment Booking

We are pleased to announce that online access is now back up and running following our recent migration to SystemOne. If you were previously registered for online access you will need to ask at reception for a registration form for the new service. Please ensure that you bring your photographic ID with you. Once you have your registration form, please click the picture link below to log in and get started.



NOTE: If you require help logging in for the first time, please view [THIS DOCUMENT](#) which walks you through this process, step by step.

GP surgery closed? Need urgent medical advice?
Not sure what to do? Make the right call



STEP 3: Enter the Website and Username and Password that was provided on your registration form and select 'Login':


Dishley Grange Medical Practice
32 Maxwell Drive
Loughborough LE11 4RZ

Mr Test
123 Test Street
Loughborough
LE9 1TST

02 May 2018

Dear Mr Test,

You are now registered to access the online services for Dishley Grange Medical Practice. These are the details to allow you to access those services. For security purposes please ensure you memorise these details and destroy this printout. You will be required to change this password once you have logged in for the first time.



Website: <https://systemonline.tpp-uk.com>
User name: johntest1234567
Password: Test1234567

These are the details for registering with approved apps. You will need your account ID, your passphrase and the organisation code (C82103).

Account ID: 1234567
Passphrase: Test1234567

If you have reset your passphrase, any applications that are linked to your account will need to be linked again.

To link your account to an online services application, follow the link below.
<http://www.nhs.uk/NHSEngland/AboutNHSServices/doctors/Pages/gp-online-services.aspx>

Usage Policy

Please use this service responsibly. In the case of any abuse of the service, your healthcare practitioner can revoke your log-in details, stopping you accessing the service. Examples of irresponsible use of the system may include, but are not limited to:

- registering at a GP practice when you have no intention of using it as your usual GP practice
- booking appointments you have no intention of attending
- repeatedly booking and then cancelling appointments
- repeatedly requesting prescriptions that you do not need

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 SystemOnline.

Username

Password

Login

[I've forgotten my password](#)

Link Account

If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

Third Party Linked Account

[Reset Third Party Linked Accounts](#)

[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.



STEP 4: You will be asked to create a new password to use going forward, this will replace the password originally provided on the registration form. It will need to meet the requirements outlined below. Once this is complete, hit 'Submit'.

Change Password

Enter your current password and then the password you want to use from now on.

Passwords are case sensitive and must be at least 8 characters long. They must contain characters from 3 out of the 4 character groups:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numeric characters (0-9)
- Non alphanumeric characters (e.g. !"£\$%).

Your name should not be in your password.

Current password

New password

Confirm new password

Submit

You will now be granted access to your online account.

The screenshot shows the SystemOnline Patient Online Service interface. At the top, there is a blue header with the 'systemonline' logo and 'PATIENT ONLINE SERVICE' text. To the right is the 'tpp' logo and navigation links for 'Home', 'Help', and 'Logout'. Below the header is a red navigation bar with four main sections: 'Appointments', 'Medication', 'Records', and 'Account'. The main content area is white and contains a blue box on the left, followed by the branch name 'Hathern Branch' and address '5 Cross Street, Hathern, Loughborough, Leicestershire, LE12 5LB'. The usual GP is listed as 'Dr Narinder Saund'. A general phone number '01509 646550' is also present. A note states: 'Note: Grey links represent features which have been disabled by Hathern Branch'. There are four main sections of links: '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, Manage Sharing Rules, Sharing Requests, Consent to Share Settings), and 'Your Account' (Messages, Change Contact Details, Change Password, Manage Online Services, Manage Account Users, Link Account, Reset Account, Account Information, Online Usage Audit).

Going forward you will be logging into SystemOnline using the username originally provided on your registration form (as shown below) but instead using the NEW password that you created.

The image shows registration details for SystemOnline. It includes the website URL 'https://systemonline.tpp-uk.com', the user name 'johntest1234567', and the password 'Test1234567'. A red arrow points from the user name to the password field, and a green checkmark is next to it. A red 'X' is placed over the password field, and a green checkmark is next to the text 'Use your NEW Password'. Below this, there is a note: 'These are the details for registering with approved an... passphrase and the organisation code (C82100)'. The text is partially obscured by a watermark.