

Do you or someone you know need in-person help to get online?

If you or someone you know could benefit from learning more about how to get online, a Digital Champion can help.

Dorset Digital Champions are friendly and patient volunteers who are good at explaining computers, without using jargon. As part of Dorset Council's Routes to Inclusion programme, Volunteer Digital Champions have an enthusiasm for all things digital and look forward to the chance to show you how it works.

If you bring along your device and questions, they will do their best to help you.

If you don't already have a mobile device or computer, they can offer advice on how easy it can be to join the digital community.

Your local Digital Champion offers **FREE Digital Learning sessions** by appointment at local libraries in Ferndown, West Moors and Verwood.

To book a slot, contact your nearest library, not the surgery.

You can call the Dorset Digital Hotline on 01305 221048 during weekday business hours.

Alternatively, you can pop into your nearest library and speak to a member of their staff to book an appointment.



This leaflet has been jointly developed with the input of The Barcellos Family Practice and The Cranborne Practice Patient Participation Groups.



Stay Connected Stay Healthy!



Patient Information Guide:

An introduction to **Online Health Services**

GP online services have been developed over the past few years and are designed to give you, the patient, more choice and flexibility in how and when you contact and interact with your local GP practice.

They can also give you direct access to your medical records and test results, which was previously only possible by phoning or visiting your local Surgery.

About Online Health Services

The online services are designed to supplement, not replace, the standard services provided by your GP practice. These online services comprise various apps for mobile devices (such as smartphones or tablets) and internet-based services for use on computers and laptops.



The main advantage of using online services is that they are available 24 hours a day, seven days a week. However, they also offer many other advantages and benefits. The use of online services also saves the Practice time and resources.

This guide provides you with information on the apps and software you can use on a computer or phone to access health and wellbeing services online.

Why use online health and wellbeing services?

It's a convenient and secure way to access health services when and where you want. If more patients used digital services, Practice resources could be allocated to support improvements to other aspects of care services, including a better experience for patients, particularly those who still need to visit or use the phone.

What are the main Mobile Apps and Desktop tools offered to our patients?

- SystmOnline
- The NHS App
- SystmConnect
- Hospital Patient Portal
- NHS Online Account
- Viso App (BP@Home)

SystmOnline is an online service that enables patients to manage various aspects of their healthcare, including booking appointments, ordering repeat prescriptions, and viewing their medical records. It can be accessed via the GP Practice website and is the fastest and most efficient way to order repeat medications from your Surgery. It is also possible to view your test results and nominate or change your pharmacy.

You need to register to use SystmOnline, and, as you would expect for security and confidentiality, you need to provide proof of identity. Once you have provided your photo ID, your Practice will give you SystmOnline login details. Some GP Practices in the network accept requests by email. Please contact your GP Practice to enquire.

Once you have a SystmOnline login, you can access your SystmOnline account on a mobile device through **the Airmid App**, which offers many of the same services.

SystmConnect is an online consultation platform developed to enable patients to contact their surgery to submit administrative queries.

It can be accessed via the GP Practice website without the need to register for an account. Some Practices in the Crane Valley network offer SystmConnect as a way to request a sick or fit note.

The Dorset Digital Health App Library

Apps and digital health solutions are growing as a natural part of managing health and care conditions on a day-to-day basis.

You are one click away from hundreds of apps that can help you with your health and wellbeing. The apps cover a wide range of health needs, from long-term conditions such as high blood pressure, asthma and COPD, to managing joint and muscular problems, and improving mental wellbeing.

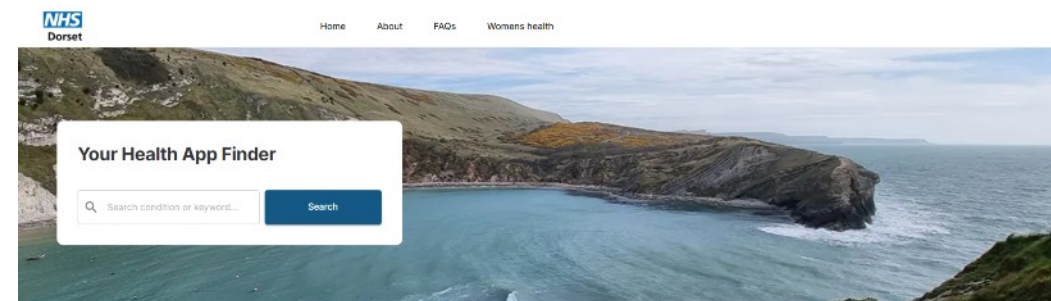
All the apps in the Health App Library have been tested (assessed) by the Organisation for the Review of Care and Health Apps (ORCHA). ORCHA reviews apps to evaluate how they meet standards for data privacy, clinical safety, professional assurance, accessibility and technical security and stability. To view the Health App Library, scan the QR code below or visit the website at www.ourdorset.orchahhealth.com

How do I use this App Library?

To use this App Library, you can use the search box or click on the icons for the health topic you are interested in. Browse the app cards and look for health or care apps that may support you with your health and wellbeing. You can choose and download an app if it's available on the Apple App Store or Google Play. If the app is a web app, you can click to go to the website it is on.



Your healthcare provider or organisation can also directly recommend or suggest an app to you. Then you can read information about the app in this App Library to decide if it's right for you.



Monitor your Blood Pressure with the Viso App

Why do I need to check my Blood Pressure?



Around 1/3 of adults in the UK have high blood pressure and don't know it. High blood pressure rarely has noticeable symptoms, but persistent and untreated high blood pressure can increase the risk of serious and potentially life-threatening health conditions. The only way to find out if your blood pressure (BP) is high is to monitor it regularly.

Why take BP readings at home and not at the surgery?

- You can do it from the comfort of your home
- No need for regular visits to the surgery
- More accurate readings as you are relaxed in your own environment
- Quick and easy for you - your clinician can identify elevated blood pressure quickly and optimise your medication
- Gives you peace of mind to know your clinician is aware of your recent blood pressure

How do I sign up to use the service?

Your healthcare professional may invite you to register to use Viso. The surgery will send an invitation to register via SMS text message, or email along with a link to register online to use the service. You will need to register with your NHS login details. If registering as a carer, use the person's NHS login details, as Viso doesn't support proxy users. Once registered, you can download the Viso app from your device's app store. Open the app and follow the instructions to begin tracking your blood pressure. Your healthcare team will be notified upon your first login.

Do I have to wait for an invite to use Viso?

No. Any patient registered with a GP surgery in our network can self-register.

Scan the QR code here or email cranevalleypcn@dorsetgp.nhs.uk to request a link.



Do I need an NHS Account?

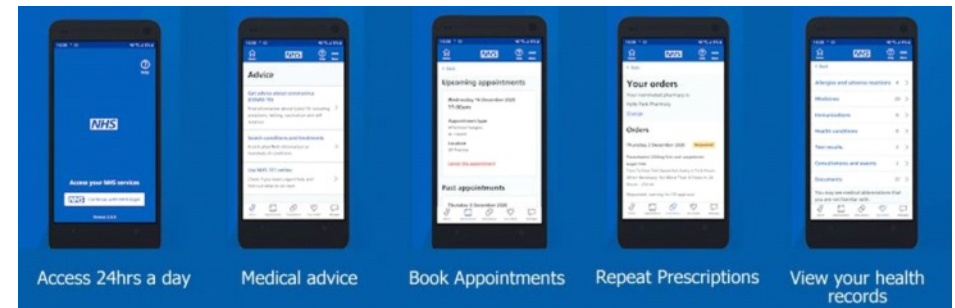
An NHS Account serves as the single point of entry to various health and care websites and mobile apps including the NHS App. It is used to access the NHS National Booking Service, maternity and children's health systems, online pharmacies and, increasingly, many health and wellbeing apps, such as the Viso BP@Home App.



Setting up an NHS account

To set up an NHS login, you'll need an email address, a phone number and proof of identity for security purposes. If your mobile phone number matches the one you have registered with your GP, the NHS will use that to verify your identity. Otherwise, you will need to provide a photo ID and record a short video. If you cannot provide a valid photo ID, you can ask your GP surgery to provide SystmOnline registration details.

On a mobile device, download the NHS App from your app store. If using a computer or laptop visit www.nhs.uk/nhs-app/account/. Select "**Continue to NHS login**", enter your email address, select "**Continue**" and follow the instruction prompts. Once registered, you will be able to log in to NHS online services on any device using your email address and password.



Using the NHS App patients can manage clinical appointments, order and track prescriptions, view medical records including test results and letters and change their nominated pharmacy. You can also access NHS 111 as well as register your organ donation decisions. More services are being planned and rolled out for the NHS App, as part of the NHS's long-term digital strategy to give patients more control and improve access to healthcare.

Table of Online Health Services



	BOOK GP APPOINTMENTS	CANCEL GP APPOINTMENTS	VIEW APPOINTMENT HISTORY	ORDER PRESCRIPTIONS	VIEW MEDICAL RECORDS	VIEW/DOWNLOAD TEST RESULTS	EXCHANGE SECURE MESSAGES	VIEW HOSPITAL APPOINTMENTS AND LETTERS	VIEW/DOWNLOAD LETTERS	UPDATE CONTACT DETAILS	CHANGE NOMINATED PHARMACY	REQUEST DOCTOR'S LETTER	REQUEST A SICK/FIT NOTE	FIND YOUR NHS NUMBER	ADD INFORMATION TO MEDICAL RECORDS	
SystemOnline Web login	✓	✓	✓	✓	✓	✓	Subject to Practice Settings	✗	✓	✓	✓	✗	✗	✓	✗	SystemOnline Web login
Airmid App	✓	✓	✓	✓	✓	✓	Subject to Practice Settings	✗	✓	✓	✓	✗	✗	✓	✓	Airmid App
NHS App (and via NHS Web Login)	✓	✓	✓	✓	✓	✓	✓	Roll out in progress	✓	✓	Non dispensing Practices only	Roll out in progress	Roll out in progress	✓	✗	NHS App (and via NHS Web Login)
System Connect Online Web Login	Subject to Practice Settings	Subject to Practice Settings	✗	Cranborne only	✗	Ask for Test Results	Medication queries - Cranborne only	✗	✗	✗	✗	✓	✓	✗	✗	System Connect Online Web Login
Hospital Patient Portal via Web Login (Dr Doctor)	Not applicable	Not applicable	Limited	Not applicable	Not applicable	Limited	✗	✓	✓	Not applicable	Not applicable	Not applicable	Not applicable	Via Letters	Not applicable	Hospital Patient Portal via Web Login (Dr Doctor)