

Help using the Wellbrook Medical Centre website

We have developed this guide to help you navigate around the Wellbrook Medical Centre website. This guide also includes some handy 'How to' sections for the most popular reasons to visit the website.

Home Page



When you visit our website you will see some large icons at the top of the home page. These are shortcuts to lots of information about the surgery. If you hover your mouse over the icons, a list of options will come up. Click on any of these options and you will be taken to the information you have chosen. The large icons stay at the top of every page so you can use these to move around the website. To get back to the first website page, just click the House/Home.

Quick Links and Further Information

On the right hand side of the home page is a section with Quick Links and Further Information. Click on any of these items and you will be taken to the information. Again, if you want to return to the home page at any time, click the House/Home at the top of the web page.

Quick Links

-  [Online Services](#)
-  [Latest News](#)
-  [Search](#)
-  [Flu Vaccinations](#)
-  [Translate Page](#)
-  **Have your say**
-  [Patient Group \(PPG\)](#)
-  [Friend & Family Test](#)
-  [Friend & Family Results](#)
-  [Survey Report](#)

SystemOnline and Facebook

At the very bottom of the home page are some links to other websites:



The Facebook link will take you to the surgery Facebook page.

The SystemOnline link will take you to our website that can be used to book, check and cancel appointment, ordering repeat medication and checking your medical record (see below for more information on SystemOnline).

Further Information

- [GP Earnings](#)
- [Our History](#)
- [Care Quality Commission](#)
- [Accessibility](#)
- [Which Service Should I Use?](#)
- [Frequently Asked Questions](#)
- [Your GP Cares Campaign](#)
- [Extended Hours](#)
- [Family planning and Sexual health leaflets](#)
- [NHS Choices](#)
- [Stroke Association](#)
- [Drug Driving](#)
- [Stop Smoking Made Easy](#)
- [Student Training/Teaching](#)
- [Clinical Research](#)
- [Carers](#)
- [Disabled Access](#)
- [Useful Telephone Numbers](#)
- [CCG Local Fraud](#)
- [Comments & Complaints](#)

'How To' Guides

1. How do I contact the surgery?

Click on the Contact Details link at the top of the home page (the Telephone icon). This will take you to the contact details for the surgery including our address and telephone number. You can also send us your comments and suggestions by clicking the link below the map. This will open a new page where you can complete a form that will be emailed over to the surgery. Please do not use this form for urgent matters.

2. What are the opening hours of the surgery?

Click on the Opening Hours link at the top of the home page (the Clock icon). This will show you the opening times for the surgery. There are tabs next the opening hours page that gives you more information linked to opening hours:

Home **Opening Hours** Appointments Prescriptions Clinics & Services Policies

Opening Hours Consulting Times Which Service Do I Use?

Surgery Opening Hours

Monday	08:00 - 18:30	
Tuesday	08:00 - 18:30	
Wednesday	08:00 - 18:30	
Thursday	08:00 - 18:30	*18.30 - 20.00*
Friday	08:00 - 18:30	
Saturday	*08.30 - 12.15*	

Click on these tabs to see the information.

3. How do I book an appointment online?

To use any of our online services (booking, checking or cancelling appointments, ordering medication or checking your medical record) you must have a username and password. Please come in to the surgery with some photo ID and we will issue you with a username and password.

Please note that only routine appointments can be booked online. Urgent appointments are only available when you telephone the surgery.

To book an appointment online, you can either click the SystmOnline link at the bottom of the home page, or click the Appointments icon at the top of the home page (the Calendar icon). Under the Routine Appointments tab, there is a link that says 'Access the online appointment system'. Click on this link and it will take you to SystmOnline.

Enter your username and password to log into SystmOnline. Once you have logged in you will be taken to the SystmOnline home page. There is a large yellow box giving you information and messages about the surgery.

To book an appointment, just click on the Book Appointment shortcut at the top of the home page:



Choose the date you would like to look for an appointment from the drop down box:

Book Appointment

Available Sessions

Show sessions for period

The list of available appointments will appear on the page. Choose the appointment you would like and click 'View'. This will then confirm the time and date of your appointment and the doctor you will be seeing. Click 'Book' to book the appointment.

Please note that you can also book a routine telephone consultation with a doctor online. Unfortunately the online system does not show the telephone call backs very clearly and they will also appear when a search for a face to face GP appointment is done. Please be aware that all telephone call backs will show online as only 1 minute long. Please ensure that you are booking the correct appointment online. When making the booking it will say 'Release' for a face to face appointment or 'TELEPHONE CALL BACK' for a telephone appointment. Although a time will be stated on the online system for a telephone call back, you can be contacted at any point during the day and even after the surgery has closed.

To check or cancel an appointment, simply click the 'Future Appointments' tab at the top of the page. This will list all future appointments at the surgery and give you the option to cancel them.

4. How do I order medication online?

At the bottom of the home page of SystemOnline, there is a list of options:

Home

- [Appointments](#)
- [Medication](#)
- [Patient Record](#)
- [Messages](#)
- [Questionnaires](#)
- [Online Account Management](#)
- [Help](#)
- [Logout](#)

Click on 'Medication' to order repeat prescriptions. You will come to another smaller menu, click 'Medication' again.

If you have regular medication on repeat prescription and it is available to order, you can click 'Request existing medication' and a list of your available medication will come up. You can

choose the medication you require and click the 'Request Medication' button at the bottom of the screen. If the medication you require is not there, you can choose the 'Make custom request' option and enter the details manually:

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using 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 medication ready for collection.

Request existing medication

Recent Medication

There are no recent medications to display.

Regular Medication

There are no regular medications to display.

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

[Help](#)

Please note that you cannot use both options in one request. If you have regular medication that you need to order and you need to also make a custom request, you will need to send two medication requests. You cannot use both options on one request.

Please allow 48hrs before collecting your prescription from the surgery, or 72hrs if collecting directly from the pharmacy.