

Burwell Surgery Internet Service

If you are using SystmOnline for the first time, please go to our website, www.theburwellsurgery.co.uk, and click on 'order your repeat prescription online' (on the 'repeat prescriptions' tab) or 'access the online appointment system' (on the 'appointments' tab) which takes you to the log-in screen. It is a good idea to save this screen in favourites. You will need your user name and password details from your registration form to sign in.

Booking Appointments

When booking an appointment, it helps us if you enter a reason for your appointment. We can then ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy. When you have booked an appointment, you can print the details.

Nurses Appointments

Due to the nature of nurses' appointments we are unable to offer them online. However, you can book a blood test online.

Doctors Appointments

Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by telephone.

Doctors Appointments	Nurses Appointments
Suspected illness	Smears
Illness	Childhood/baby immunisations
Follow ups to previous consultations	Pill checks
Medication reviews	Dressings, ear syringes, removal of stitches.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient.

We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis. If you miss an appointment more than three times in one year we will remove your facility to use SystmOnline, however you will still be able to book appointments with our receptionists.

Repeat Prescriptions

SystmOnline will give you a facility to send repeat medication requests to the surgery. We require two working days to process requests. Please do not send requests for any medication not on your repeat list.

SystmOnline App

There is now a SystmOnline App available for iPhone and iPad. It is available to download from Apple's App Store.

NB It is not possible to use SystmOnline when you are outside the UK.