

Welcome to Our Online Services

Manage Your Healthcare Conveniently Online

At Feltwell Surgery, we're committed to making your healthcare easier and more accessible. Our online services allow you to book appointments, order repeat prescriptions, and access your medical records from the comfort of your home—anytime, anywhere.

What Can You Do Online?

- **Book, view, or cancel appointments** with your GP or nurse.
- **Request repeat prescriptions** quickly and easily.
- **View parts of your medical record**, including test results and immunisations.
- **Update your contact details** and personal information.
- **Send non-urgent messages** to your healthcare team.

Options For Access To Online Services

- Register for the NHS App: Visit their site: www.nhs.uk/nhs-app/ (see information overleaf)
- Register online with our clinical service provider:
systmonline.tpp-uk.com/2/SignUp
 1. Click on the **“Register for Online Services”** link.
 2. Complete the registration form with your details.
 3. You will need to verify your identity—either online or in person at the practice.
 4. Once verified, you'll receive your login details to access the services.
- Or visit our website at: www.feltwellsurgery.co.uk
(you don't need to register to use this service and can request appointments, advice, or order medication, but you won't have access to your medical record)

Is It Secure?

Your privacy and data security are very important to us. Our online service platform uses secure encryption to protect your information. Only you and authorised practice staff can see your medical records.

Who Can Use Online Services?

- Patients aged 16 and over.
- Patients who have access to the internet and an email address.
- If you're a parent or carer, you may be able to register on behalf of a child or vulnerable adult.

Need Help?

If you have any questions or need assistance registering, please contact our reception team at 01842 828481 or email us at: nwicb.feltwell.surgery@nhs.net

Important Notes

- Online services are for **non-urgent** health matters. In emergencies, call 999 or go to the nearest A&E.
- Please allow up to 5 working days for prescription requests to be processed.
- Your online access will be reviewed periodically to keep your information safe.

The NHS App

The NHS App is a simple and secure way to receive messages from your trusted health care providers and offers significant benefits for patients. It provides convenient access to a range of healthcare services and information and patients can use the app to manage their health, order prescriptions, book appointments, and access health information, all from the convenience of their smartphone or computer.

You can now view messages from hospitals and other providers about your care in the NHS App too. Simply turn on notifications for the NHS App to stay up to date.

Find out more: www.nhs.uk/nhs-app/

View messages about your care in the NHS App

