



**systemone**  
ONEPATIENTONRECORD



**Church Street Medical Centre**  
11b Church Street • Eastwood • Nottingham • NG16 3BS  
Tel: 01773 712065 Fax: 01773 534295  
www.churchstreetmedicalcentre.com



Nottingham West  
Clinical Commissioning Group



## Book your next appointment online

You can now view, book and cancel your appointments by logging on to a new service on the internet.

Manage your appointments quickly and easily wherever you are, 24 hours a day, 365 days a year.

Ask staff for details.

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BOOK REQUEST REGISTER





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## Practice Information: **SystemOne Online Booking Guide**

Ref: S:\CHURCH STREET\INFORMATION CSA\ADMIN FORMS\

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## GETTING STARTED

- Ask a member of the reception team to create you a user name and password (*you will be able to change the password once you go to your log-in*)
  - You will need to request user accounts for each member of your family for whom you have permission to discuss their medical details i.e. children, partners/parents (***where their consent has been given***).
- Go to the practice website [www.churchstreetmedicalcentre.com](http://www.churchstreetmedicalcentre.com) and select the appointments page.
  - Click on the book an appointment now link and log-in using the details provided by the practice. (*you will need to leave up to 4 hours between receiving you log-in details and accessing for the first time*).
- From the Home page select 'Change password' if you want to change your password to something more memorable (*remember **Do not write passwords down** or share them with anyone you do not wish to access this site*)
- To book an appointment select the 'Book Appointment' tab.
  - This now displays available appointments for the following two weeks.
    - To see a further 4 weeks select the dropdown arrow next to 'Show sessions for the period' to select the period you require, then select show.
  - Select 'View' for the date and doctor you require
    - This will now show you the available 10 min slots. (*if you know that your appointment requires a longer session than 10 minutes, **Do not book your appointment via this route, please ring the practice to discuss your requirements***).
  - Select the appointment slot you require via the 'Book' button
  - The details of your appointment will now be shown. Use the message box to inform the practice of the reason for your appointment.
  - Either confirm or cancel your appointment. A printable appointment reminder will be displayed.
- You can view your booked appointment by going to the 'Future Appointments' tab (*currently you can only have one on-line booked appointment at one time*)
  - You can choose to cancel your appointment by selecting the cancel button (***PLEASE ensure you cancel unwanted appointments as soon as you are aware that you no longer require the appointment***).
- Each member of your family will need a separate log on. If they require you to make appointment bookings on their behalf (children, partners, elderly relatives) they can using their log on give permission for you to book in on their behalf using your log in details.



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