



## **IMPORTANT**

- > New users **<u>must</u>** have training before using SystmOne.
- Staff should not use any other users log in details. (This will result in a breach of confidentiality.)
- > You will see the blue bar downloading at the bottom of the screen please always let this complete.
- If you have forgotten your SystmOne username/password or you have been locked out of the SystmOne, Please contact our Service Desk team on 0116 295 3500 (select the option for general assistance). A member of our team will then call you back to assist you.
- If you are unable to log in to SystmOne please check your internet connection. You can also close Mobile working and re-open to try again, if the problem persists, please call our Service Desk team.



1. From the toolbar on the left-hand side please select Tasks.

	Patient Record
•	Repeat Templates
۲	Views
D,	Tasks

2. Please select New Task from the top right-hand corner.



3. Select the most appropriate Task Type e.g. Care Home task







4. Write as many details as possible in the box, e.g. medication name, dosage etc.

Image: Create Task       Image: Create Task         Image: Create Task       Image: Create Task         Image: Create Task       Image: Unassigned to Exercise Grange Care Home         Image: Create Home Task       Image: Unassigned to Exercise Grange Care Home         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home Task         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home Task         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to Exercise Grange Care Home Task         Image: Unassigned to South Exercise Grange Care Home Task       Image: Unassigned to South Exercise Grange Care Home Task         Image: Unassigned to Exercise Grange Care Home Task       Image: Unassigned to South Exercise Grange Care Home Task         Image: Unassigned to South Exercise Grange Care Home Task       Image: Unassigned to South Exercise Grange Care Home Task         Image: Unassigned to South Exercise Grange Care Home Task       Image: Unassigned to South Exercise Grange Care Home Task         Image: Unassigned to Exercise Care Home Task	SystmOne Care Home: A XXTESTPATIENTAACB, Address: Leicestershire Her Tel: 07986 541268	yesha Sattar at Everdale G Ebs-donotuse (Ms) alt, Gwendolen Road, Leio	ange Care Home - Patient Record ester, LE5 4QF		Born 04 Aug 1978 (42y) Gender Female	-      -      -      Nhs No. 999 002 6122     12 Patient Status Alerts
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Notify when sent	Cancel	Task type	Care Home Task	User group Staff member Me	Unassigned to Everdale Grange Care Home Unassigned to LLR CAMHS Unassigned to LLR CAMHS Unassigned to University Hospitals of Leloester NHS Trust - EPR Unassigned to Glenfield Surgery Unassigned to Spectrum Healt Unassigned to South Leicestershire Medical Group	
		There	are no previous updates for this task	Notify when s	ent 🔄 Mark as complete se	

5. Select the name of the GP Practice from the list on the right.

Please **do not** select a user group or staff member.

You can select the option **Notify when sent**, this gives you a reminder that you have sent a task.

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Notify when s	ent 📃 Mark as complete
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6. Please select **Create Task** in the top left-hand corner, if you cancel out of the task screen, the information will be lost.

🍸 SystmOne Care Home: Susan Hind at The Phoenix Care Home -				
LEICESTER, Lucy (Miss) Address: Everdale Grange Care Home, 78-80 Lutterworth Road, A Tel: 07791 234567				
Create Task				
Cancel	Task type         Care Ho           please visit Lucy as she hi         confused			



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How to request Medication that is not on repeat





7. Please select **Save** in the top left-hand corner, if you select **Discard**, the task will not be sent to the GP Practice and the task will disappear.

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Note: - When creating the task if you selected the 'Notify when sent' box, you will see this screenshot. Please close the box.



8. Click on the red message in the bottom right-hand corner.





How to request Medication that is not on repeat





9. Select '**Acknowledge**' This automated notification tell you that the tasks successfully sent to the GP practice (or highlights that there is a problem).

🍸 SystmOne Care Home: S	iusan Hind at The Phoenix Care Home - Notifications	_ 🗆 ×
<b>1</b> 28 Nov 2018 09:35	The request for Diclofenac potassium 25mg tablets could not be sent to the owner of the repeat prescription, if has been sent directly to the unit instead. <u>Patient Details</u> IM Boo Adams <sup>*</sup> juanes <sup>*</sup> 622 455 3697	Acknowledge
6	The request for Salbutamol 100micrograms/dose inhaler CFC free could not be sent to the owner of the repeat prescription, it has been sent directly to the unit instead.	Acknowledge
28 Nov 2018 09:35	Patient Details Mr Bob Adams "James" 922 465 3597 23 Apr 1967	
• • *	There are 2 notifications that	need acknowledging 📀

10. Select the **Home Icon** in the bottom left-hand corner to get back to the home screen.

End of Guide\_\_\_\_\_



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