

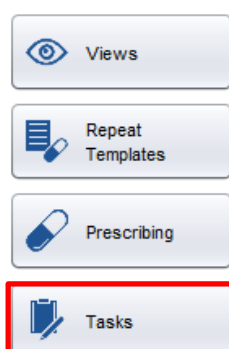
**IMPORTANT:**

- New users **must** have training before using SystemOne.
- 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 SystemOne username/password** or you have been **locked out of the SystemOne**, 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 SystemOne** 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.

**Sending Tasks to the GP Practice**

Important information: - **Tasks should be sent for non- urgent patient related communications only. You should allow 2 working days for the GP Practice to action these tasks.**

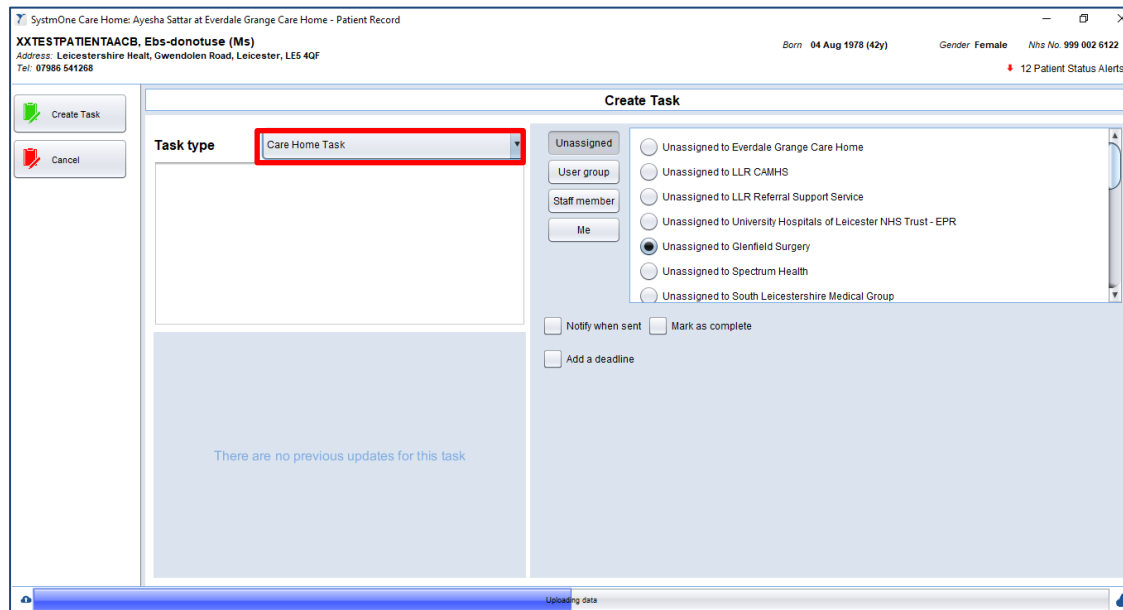
1. From the toolbar on the left hand side select **Tasks**.



2. Select **New Task** from the top right-hand corner.



3. Select the most appropriate **Task Type** e.g., Care Home Patient Information



SystmOne Care Home: Ayesha Sattar at Everdale Grange Care Home - Patient Record

**XXTESTPATIENTAACB, Ebs-donotuse (Ms)**  
Address: Leicestershire Health, Gwendolen Road, Leicester, LE5 4QF  
Tel: 07986 541268

Born: 04 Aug 1978 (42y) Gender: Female Nhs No: 999 002 6122  
12 Patient Status Alerts

**Create Task**

Task type: **Care Home Task**

Assigned to:

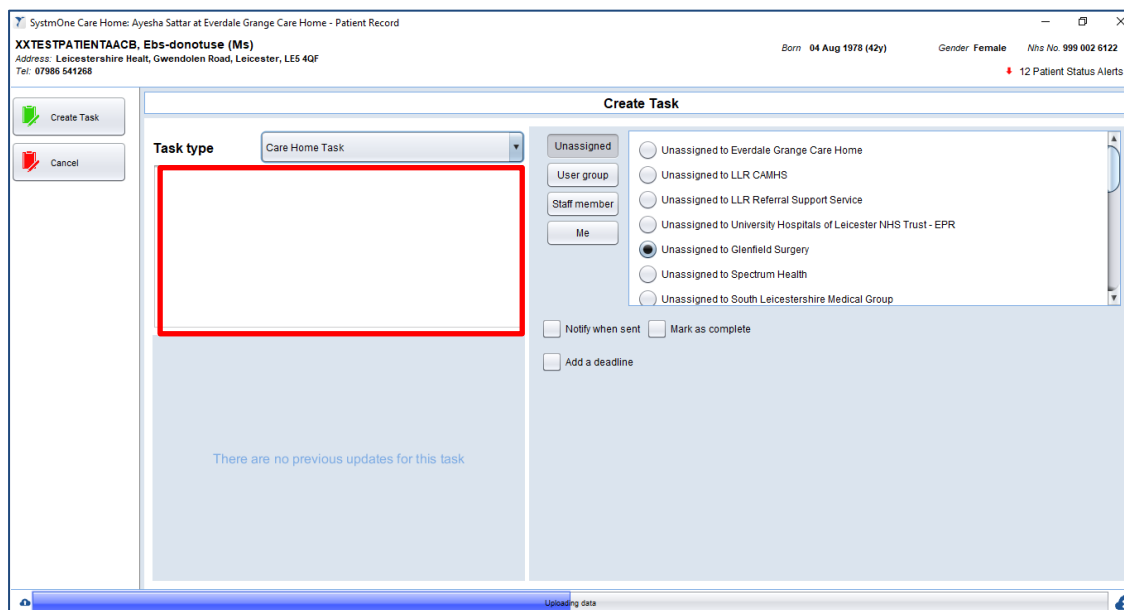
- ☐ Unassigned to Everdale Grange Care Home
- ☐ Unassigned to LLR CAMHS
- ☐ Unassigned to LLR Referral Support Service
- ☐ Unassigned to University Hospitals of Leicester NHS Trust - EPR
- ☒ Unassigned to Glenfield Surgery
- ☐ Unassigned to Spectrum Health
- ☐ Unassigned to South Leicestershire Medical Group

☐ Notify when sent ☐ Mark as complete  
☐ Add a deadline

There are no previous updates for this task

Uploading data

4. Write as many details as possible in the box e.g. name of medication, dose.



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**Create Task**

Task type: **Care Home Task**

Assigned to:

- ☐ Unassigned to Everdale Grange Care Home
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- ☒ Unassigned to Glenfield Surgery
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- ☐ Unassigned to South Leicestershire Medical Group

☐ Notify when sent ☐ Mark as complete  
☐ Add a deadline

There are no previous updates for this task

Uploading data

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.

SystmOne Care Home: Ayesha Sattar at Everdale Grange Care Home - Patient Record

XXTESTPATIENTAACB, Ebs-donotuse (Ms)  
Address: Leicestershire Health, Gwendolen Road, Leicester, LE5 4QF  
Tel: 07986 541268

Born: 04 Aug 1978 (42y) Gender: Female NHS No: 999 002 6122 12 Patient Status Alerts

**Create Task**

Task type: Care Home Task

Unassigned

- Unassigned to Everdale Grange Care Home
- Unassigned to LLR CAMHS
- Unassigned to LLR Referral Support Service
- Unassigned to University Hospitals of Leicester NHS Trust - EPR
- Unassigned to Glenfield Surgery**
- Unassigned to Spectrum Health
- Unassigned to South Leicestershire Medical Group

☒ Notify when sent ☐ Mark as complete

☐ Add a deadline

There are no previous updates for this task

Uploading data

6. 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 - Patient Record

LEICESTER, Lucy (Miss)  
Address: Everdale Grange Care Home, 78-80 Lutterworth Road, A  
Tel: 07791 234567

**Create Task**

Task type: Care Home Task

please visit Lucy as she has been confused

7. 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.

SystmOne Care Home: Susan Hind at The Phoenix Care Home - Patient Record

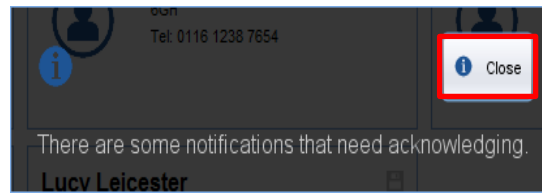
LEICESTER, Lucy (Miss)  
Address: Everdale Grange Care Home, 78-80 Lutterworth Road, A  
Tel: 07791 234567

**Save**

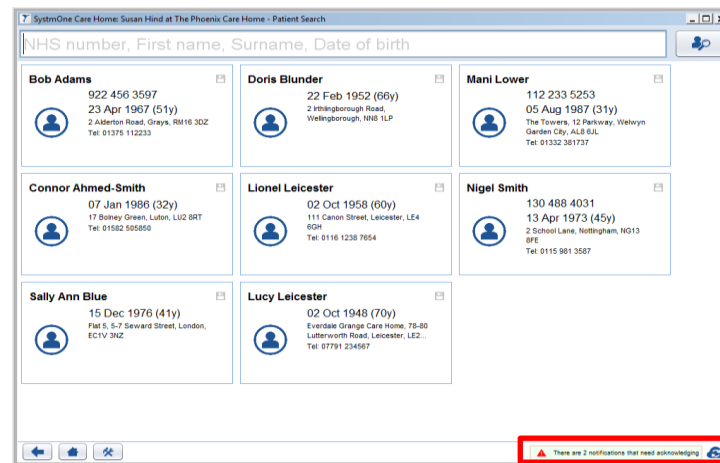
**Tasks**

Task	Created	Updated	Assigned to
Care Home Visit Request	20 Nov 2018 12:42	20 Nov 2018 12:42	Unassigned
Miscellaneous	20 Nov 2018 11:56	20 Nov 2018 11:56	Unassigned
Patient Requested Prescription	22 Nov 2018 11:24	22 Nov 2018 11:24	Unassigned
Miscellaneous	22 Nov 2018 11:19	22 Nov 2018 11:19	Unassigned
Patient Information	21 Nov 2018 13:00	21 Nov 2018 13:00	Unassigned
Patient Information	20 Nov 2018 15:08	20 Nov 2018 15:08	Unassigned
Homework cancellation	20 Nov 2018 12:35	20 Nov 2018 12:35	Unassigned
Task for Patient GP Surgery	20 Nov 2018 11:32	20 Nov 2018 11:32	Unassigned
Patient Requested Prescription	22 Nov 2018 11:22	22 Nov 2018 11:22	Unassigned
Urgent	22 Nov 2018 11:22	22 Nov 2018 11:22	Unassigned
Patient Requested Prescription	21 Nov 2018 13:11	21 Nov 2018 13:11	Unassigned
Patient Information	20 Nov 2018 15:08	20 Nov 2018 15:08	Unassigned

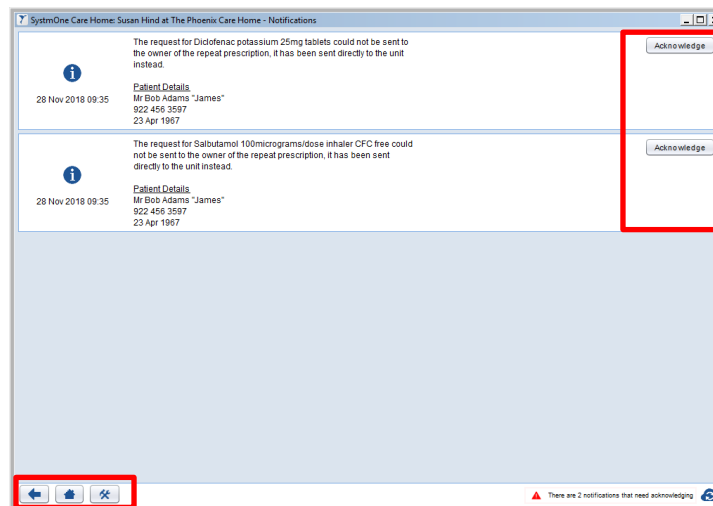
**Note:** - when creating the task if you selected the 'Notify when sent' box, you will see this screenshot. Please **close** the box.



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



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



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

End of Guide