

# NEW ONLINE SERVICE: FOR CSC GP SOLUTION



The new online service is an inbuilt feature of CSC's GP solution, SystemOne, that allows patients to manage appointments, order repeat prescriptions and enables new patients to self-register on the internet. Use of this service is free of charge to both practices and patients.

## APPOINTMENT BOOKING

Patients can book and cancel appointments online. They can also view past and future appointments.

## REPEAT PRESCRIPTIONS

Patients can view and request repeat prescriptions online.

## SELF REGISTRATION

New patients can register their basic details online.

## BENEFITS FOR PATIENTS

The service is simple to use and offers patients more flexible options. It is of particular use to busy patients, patients who wish to take care of things outside normal practice hours and those needing to urgently book an advance appointment. Patients not on the internet can also benefit indirectly as a reduction in telephone calls should make the practice more accessible.

## BENEFITS FOR PRACTICES

The service brings time and efficiency benefits to the practice. Services are available 24 hours a day, seven days a week. Reception staff can concentrate on providing an improved service. A comprehensive audit trail enables the practice to monitor activity and log-in details can be revoked should there be concern over a patient's use. The system has been CfH accredited and is fully secure.



To discuss further or to arrange a demonstration:  
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## **About the CSC Alliance**

*The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 75,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.*

## **About the Programme**

*The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, 25 prisons and 20 ambulance trusts.*