

## How to Use SystmConnect to Contact our Surgery

### What is SystmConnect?

SystmConnect is our secure online form you can use to contact us for:

- ♦ Medical requests (e.g. New conditions, follow up appointments).
- ♦ Admin requests (e.g. Fit notes, test results, letters).
- ♦ Medication (prescription) queries and requests.
- ♦ Appointment requests.
- ♦ General enquiries.

### When Can I Submit a Request?

- ♦ **Medical Requests:** You can submit between 8:00am and 6:30pm.
- ♦ **Admin Requests:** You can submit admin requests 24/7.

We will respond during core hours: Monday to Friday, 8:00am – 6:30pm. From when you submit a query, we will respond within 48 hours from our next opening time. E.g. If you submit a query at 7pm on Monday, we will reply to you within 48 hours from 8am Tuesday (Monday to Friday, excluding bank holidays).

### Need to Speak to Someone?

You can still contact the surgery on 01908 373058.  
If your request is urgent call NHS 111.  
In an emergency, always call 999.

### Need Help Using SystmConnect?

Our reception team can support you through the process, in the surgery or over the phone.

### Is It Secure?

Yes. All information is protected and stored securely in your medical record.

### Step By Step Guide

**1**

**Go to Our Website Link** – <https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=K82026>

**2**

**Choose Your Request Type**

Select from one of the following options:

#### **Medical Request:**

- ♦ New Condition
- ♦ Existing condition
- ♦ Follow up
- ♦ Health Review
- ♦ Medication query
- ♦ Other

#### **Admin Request:**

- ♦ Fit Note
- ♦ Medication Request
- ♦ Test result
- ♦ Other Admin

**3**

**Complete the on-line form**

Tell us about your request, providing all relevant details.

**4**

**Submit Your Request**

Once you submit your request a pop up message will appear advising that *'Your request has been submitted'*.

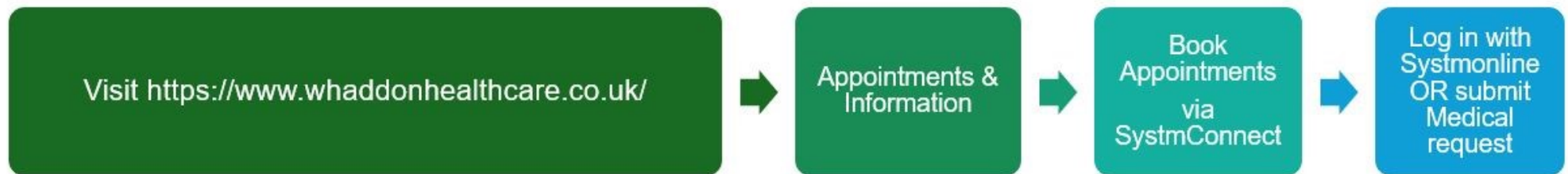
**5**

**We will ensure medical requests have a clinical triage**

Medical requests will be triaged by a clinician to determine the pathway alongside admin support.

We will contact you by text, call, or email within 2 working days (Monday to Friday, excluding bank holidays).

# How to book an appointment using SystmConnect – Step by Step



## Medical request

### New condition

Get help with a new health problem.



### Existing condition

Get help with an ongoing health problem.



### Follow up

Ask about a recent consultation or referral.



### Health review

For example asthma, diabetes, learning disabilities.



### Medication query

Ask about medication you are taking.



### Other medical request

For example submit medical readings (such as blood pressure) or request information from my record.

