



IMPORTANT INFORMATION FOR PATIENTS

All information in this leaflet is available on our website
www.walkleyhouseandstannington.co.uk/how-to-use-systemconnect

The way you contact the surgery is changing.

We have listened to patient feedback and are making some changes to the way you can contact us online.

Our current system allows patients to contact us online between 8 AM and 3 PM and although this works for most patients, we recognise the need for more flexibility at times.

*Starting **July 10th**, we will be switching to a new online system called*

systemconnect

Systemconnect links directly to our patient management software and your medical records, making connection with the surgery smoother for everyone.

Systemconnect is easy to use and looks very similar to our current Klinik form, so if you contact us regularly, you will hardly notice the changes.

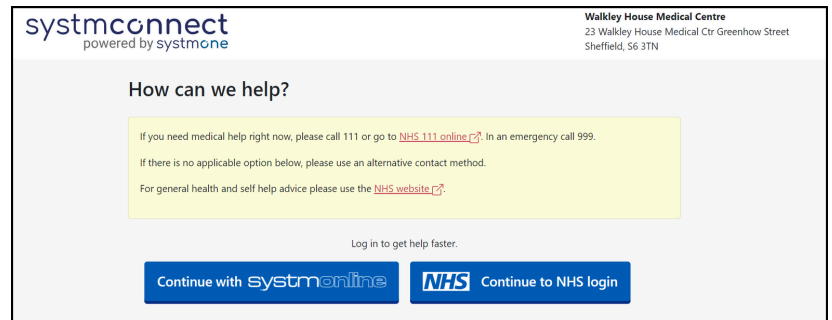
The main change is the extended availability of times for submitting some requests. Systemconnect allows us to close the clinical request form once we reach a maximum safe capacity for the day, while keeping admin requests open for items such as prescriptions, fit notes, and much more, reducing the need to contact the surgery by phone.

How to use our Online Form

Step One:

There are three ways to use the systemconnect online form:

- 1: Use your NHS login
- 2: Log-in with your SystemOnline account details
- 3: Continue to complete the form without logging in *



* PLEASE NOTE: By using a login, your personal details will be automatically pre-filled within the form, saving you time each time you contact us. If you choose to continue without logging in, you can still complete the form, but you will need to add all your contact information, including your NHS number, so we can confirm your identity

Step Two:

Please select the most appropriate button for the service you require:

Medical Requests

You will see 4 options for medical requests:

Medical request

New condition Get help with a new health problem. >	Existing condition Get help with an ongoing health problem. >
Health review For example asthma, diabetes, learning disabilities. >	Other medical request For example submit medical readings (such as blood pressure) or request information from my record. >

Administrative Requests - You will see the following options for non medical requests:

Admin request

Register as new patient >	Doctor's letter Ask for a report or letter, for example for insurance. >
Fit note Ask for a fit / sick note. >	Medication request Medication reviews and prescription requests. >
Test result Ask for the results of a recent test. >	Other admin request For example cancel an appointment, make a subject access request. >

The following information explains the form options in more detail:

Medical Requests

Option	Form Opening Time	Information
New Conditions	8am-3pm	Please fill this in if you require help with a new health problem that you feel may need a same day response.
Existing Conditions	8am – 1pm	Please fill this in if you require a follow up appointment for the future or want to book a non urgent appointment about a pre-existing health condition. Please note, if you think you need an appointment today, please complete the new conditions form.
Health Review	8am – 5pm	Please fill this in to submit a nurse enquiry such as appointments for long term condition reviews, dressings, stitch removal, vaccinations and smears.
Other Medical Requests	8am – 12noon	Please fill this in if you want help with a miscellaneous clinical request. Please give as much detail as possible so that the Doctor reviewing your submission is able to process your request.

Administrative Requests

Option	Form Opening Time	Viewing Message
Register as a new patient	8am - 6pm	
Doctor's letter	8am – 1pm	Please fill this in to request a letter or report. Please note, there are certain letters which are non NHS work and will incur a private fee and we aim to complete these within 28 days. Please see 'Services - Non-NHS Services' for further details.
Fit Note Request	8 am – 1pm	Please fill this in to request a sick note. A sick note is not required for the first 7 calendar of absence. For this period you are able to self certify. Please note, if you are well enough to return to work at your normal capacity following a period of sickness, no documentation from a Doctor is required.
Medication Request	8am – 5pm	If you are unable to request your medication on the NHS app or have medication queries, please fill in this form. Please include specific details such as the name of the medication and dosage. If you think you are having an adverse drug reaction, please fill in the new conditions form
Test Result	11am – 5pm	If you are unable to access your test results via the NHS app please complete this form. For tests requested by the Hospital, you will need to contact the Consultant's secretary for them as the results will go directly to them.
Other Admin Request	8am – 5pm	Please fill this in if you wish to make an administrative request.

Step Three:

You will be asked to confirm that the request is not an emergency:

Check it's not an emergency

You should not submit this form if the patient requires immediate treatment.

Call 999 if you have any of the following symptoms:

- **Signs of a heart attack:** chest pain, pressure, heaviness, tightness or squeezing across the chest
- **Signs of a stroke:** face dropping on one side, cannot hold both arms up, difficulty speaking
- **Sudden confusion (delirium):** cannot be sure of own name or age
- **Suicide attempt:** by taking something or self-harming
- **Severe difficulty breathing:** not being able to get words out, choking or gasping
- **Choking:** on liquids or solids right now
- **Heavy bleeding:** spraying, pouring or enough to make a puddle
- **Severe injuries:** after a serious accident or assault
- **Seizure (fit):** shaking or jerking because of a fit, or unconscious (cannot be woken up)
- **Sudden, rapid swelling:** of the lips, mouth, throat or tongue
- **Labour or childbirth:** waters breaking, more frequent intense cramps (contractions), baby coming, or just born

British Sign Language (BSL) speakers can [make an emergency call using the 999 BSL video call service](#).

Deaf people can use 18000 to contact 999 using text relay.

Continue, I have none of these

Step Four:

Once you have confirmed that your query is not an emergency, you will continue onto the relevant information collection form for each option

Further information about each of the form options can be found on our website

www.walkleyhouseandstannington.co.uk/how-to-use-systemconnect

Step Five:

Upon completing the required information, you will be asked to enter your personal and contact details. Please note, if you have logged in using your SystemOnline or NHS login credentials, your personal details should already be pre-filled.

Upon submission of the form, your request will be dealt with by the appropriate team member and you will be contacted in due course.

For the most up to date information and guidance on completing the online form please visit our website www.walkleyhouseandstannington.co.uk/how-to-use-systemconnect
call the surgery on **0114 2347775**
or pop in and speak to a member of the team