



SystemConnect – Online Consultation FAQs

✓ What questions will the form ask me?

Select from two main categories:

 "Admin" options, you will find:

- Request a fit (sick) note
- Medication request
- Other administrative request

 "Medical" options, you will find:

- New conditions (including home visits)
- Existing conditions (including home visits)
- Follow-up
- Health review (e.g. asthma, diabetes)
- Medication query
- Other medical request

After selecting an option, you'll be asked further questions relevant to your request — for example, to list any times you are **unavailable** during GP opening hours.

When can I submit a form?

- ✓ **Medical requests (New, Existing & medication queries):** 7:45am – 4:30pm (Mon–Fri)
- ✓ **Health review, Follow-up, Other medical request:** 7.45am-6.30pm (Mon-Fri)
- ✓ **Admin requests including Fit notes & letter requests:** 6.00am -9pm (7-days a week)

Outside of these hours, if your problem cannot wait until we reopen, please contact NHS 111, or 999 for medical emergencies.

What if my problem is urgent?

- For urgent issues (but not an emergency), clearly state “urgent” on your form
- If during triage we identify you need hospital care, the Triage Doctor will advise you accordingly and help you get the right support.
- You can call NHS 111 for advice
- **For life-threatening emergencies: Call 999**



How do I request a repeat prescription?

Use the '**Medication Request**' tile option on the form.

Other ways to order prescriptions include using:

- The **NHS App**
- **SystemOnline**
- **Paper request** in person

These services let you view and select from your recent and repeat medications.

Can I still request to be seen by my usual clinician?

Yes, you can.

Yes – for routine issues, you can request your **usual clinician**.

Urgent issues may be handled by our **duty team**.

What if I don't have access to a smartphone or computer?

- ✓ A **relative or carer** can fill in the form for you
 - ✓ If this isn't possible, our **Care Navigators** can take your request **over the phone**
 - ✓ We do also have a paper form which can be filled out in reception.
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Can I choose a phone call, or face-to-face appointment?

Where possible, we will offer you options depending on your needs and preferences.

How long will it take to get a response?

Our Care Navigators and duty team review online consultations all throughout the day. The response timeframe will depend on the urgency of your condition.

- We aim to contact you **the same day** for urgent medical issues
 - Routine requests may take up to **2 working days** during busy times
 - Admin requests may take up to 5 working days
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? What if I don't want to explain my problem?

- We understand that some problems are sensitive, but it is essential that you provide as much detail as possible. To help us help you, **please give as much information as you can.**
 - Forms with little or no detail may be **delayed or returned.**
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📁 What if I have more than one issue?

Please submit a **separate request** for each issue.

This ensures we have enough information to address each concern thoroughly.

🏠 How do I request a home visit?

- Home visits are only for patients who are **completely housebound.**
 - Please ring the surgery by phone for any home visit requests
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💬 What if I don't like this system?

We understand it's a change – but it's designed to improve access, speed up care, and manage rising demand. Most practices are now using similar systems.

🔒 Is it NHS approved?

Yes! SystmConnect (Patient Triage) is approved by **NHS Digital** and meets **GDPR** and data security standards.

This includes rigorous checks to ensure that your data is stored and handled securely and in line with GDPR regulations.

🔒 Will my personal information be kept confidential in this system?

Yes, your privacy is very important to us. All information you share is kept secure and confidential, following strict privacy laws.

🔑 If you have questions or need help filling out a form, please speak to a **Care Navigator** or call us directly.