

THE ATRIUM HEALTH CENTRE

PATIENT PROTOCOL

Title: How to use SystmConnect Online Services
Review Date: September 2026 **Version:** 1.0

Introduction:

The following document explains how you can request a GP appointment or other administrative request using our online patient system; SystmConnect

Details:

Step One:

There are four ways to use the SystmConnect online form:

1. Use your NHS login
2. Via the link on our website
3. Log-in with your SystmOnline account details
4. 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:

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 admin requests:

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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 (all are available during our opening hours):

Medical Requests;

Option	Information
New Conditions	Please fill this in if you require help with a new health problem that you feel may need a same day response.
Existing Conditions	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	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	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	Information
Register as a new patient	
Doctor's letter	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	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	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 result will go directly to them.
Test Result	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	Please fill this in if you wish to make an administrative request.

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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 your GP practice website.

Step Five:

Upon completing the requiring information, you will be asked to enter your personal and contact details.

****PLEASE NOTE**** if you have logged in using your SystmOnline or NHS login credentials, your personal details should already be pre-filled.

On submission of the form, your request will be dealt with by our reception team, 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; <https://www.atriumhealth.nhs.uk> or call the surgery on 01305 251545 alternatively, you can pop in and speak to a member of the team.