

To improve our access and quality we are introducing a comprehensive online triaging system to the practice, **coming soon on 9th June 2025.**

This is a new requirement that has to be implemented across wider general practice by October 2025.

It will allow patients to submit routine and urgent appointment requests, admin requests and queries via an online consultation tool during our core hours.

Please note: All requests via telephone or face to face will still need a triage form completed. You WILL be asked to give reception staff the relevant information to complete these on your behalf.

This is at the request of the Partners of the practice, Dr Holderness, Dr Chisholm and Dr Razak.

What is it called?

Systmconnect



What is it for?

To request an appointment with one of our GPs

For HCA and Nurse appointments please call through to reception or pop in.

What do I need to do?

The easiest way to access it is through signing in with your Systmonline account, or via the link on our website, and sign in with the NHS login (often used on the NHS app).

If you don't want to do this, you can still fill out the form and enter your details at the end.

Log in to get help faster.

Continue with **systmonline**

NHS Continue to NHS login

What does this mean?

No need to call at 8 or 12. You can submit the request any time during our core hours.

Initially during the settling in period, access will be up to 1pm daily and there will be a cap on the number of requests, for safety.

What if I can't access the form online?

For those who do not have access to the internet, please ask a friend or family member to assist you. If it still cannot be done online, please call the practice reception team who will fill in the form for you over the phone. This is the same if you attend in person. Please note the team will ask the same questions as the online form which must be answered.

What about for children?

The online form can be used for ALL AGES.

It can be filled in on behalf of the patient by a family member also.

When will I get my appointment?

You will be contacted within 48 hours of your submission with a response from the doctor OR an appointment to see/speak to one of the clinical team.