

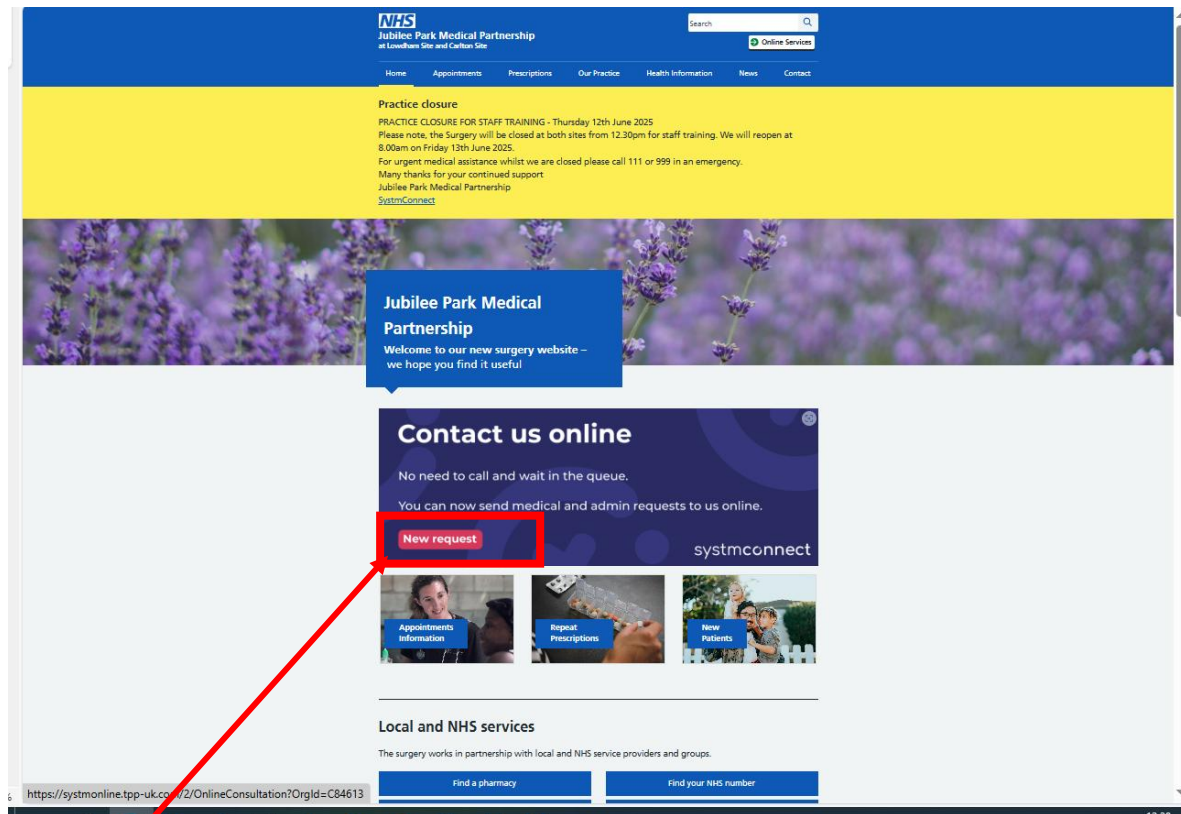
## Patient guide to submitting an online request

Appointment requests must be made through **SystemConnect**, available via our website:  
[www.thejubileepractice.co.uk](http://www.thejubileepractice.co.uk)

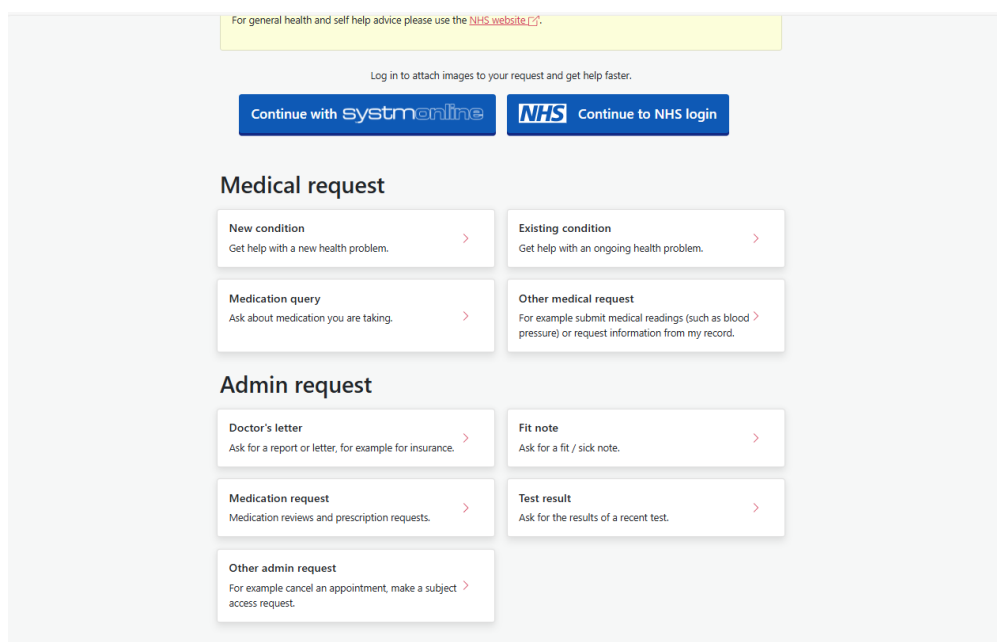
- **Urgent requests:** 8am–12pm (Mon–Fri, excluding bank holidays)
- **Routine requests:** 8am–6:30pm (Mon–Fri, excluding bank holidays)

\* Appointment requests may close earlier than the stated times if capacity is reached and no safe appointment slots remain.

1. Go to Jubilee Park Medical Partnership website



2. Select New Request in the contact us online section
3. Go to next page
4. Select the relevant reason that you wish to contact the practice.



5. You will then need to select whether your problem is an urgent request for an appointment today or a non-urgent request for an appointment up to two weeks away.

systemconnect  
powered by systemone

Jubilee Park Medical Partnership (Lowdham)  
Lowdham Medical Centre Franklin Road, Lowdham  
Nottingham, NG14 7BG

[< Back to home page](#)

## New condition

Please fill this in if you require help with a new health problem.

Urgent Request for an appointment today >

Non Urgent request for an appointment >

6. You will be asked to confirm your situation 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

7. You will then be asked to provide details of your condition/request using set questions and select next
8. You will then be asked to complete your details. If you are completing the request on behalf of someone else then please select the 'Someone Else' icon

### Your details

Are you the patient, a healthcare professional or someone else?

☒ Patient ☐ Healthcare professional ☐ Someone else

#### My information

\* Forename

\* Surname

\* Date of birth

Day

Month

Year

Sex

NHS number

Telephone number

Email

When a medical query is received, the GP team will review each request that working day to determine how best to meet your needs.

If you require a same day appointment you will be contacted by telephone. If a routine appointment is needed, you'll receive a self-booking link. Those without internet access will be contacted by telephone.

For urgent medical queries, we will respond to you that working day.

For routine medical queries & administrative queries we will respond to you **within 48 working hours**.