

## Digital front door for GP Appointments and Online requests.

We are changing the way to access GP appointments and advice from Monday 28<sup>th</sup> July to a new online system of total triage (assessing needs) – accessed via our website, rather than via reception. No need to queue on the phone or at reception for GP appointments.

This change in system is in line with Government policy, with the aim to improve patient access to Primary Care and deliver the right care at the right time for our population.

### How do I use the system?

Please visit our website to request ALL doctor appointments, advice or raise any administrative queries – no login required (though NHS or systmonline login helpful) – go to <https://www.sgmp.nhs.uk> and click the ‘submit an admin or clinical request’ button. This will take you to an options page to fill out a relevant form, depending on your issue/request.



Our online request system, will be open for requests from 7.30am until 5pm (administrative requests until 6pm) Monday to Friday.

Please supply as much information as possible, as early in the day as possible, to ensure your issue is accurately assessed.

Each clinical request will be triaged by one of our GPs on the day. You may be contacted for additional information or a photo as appropriate. The team will then either offer online advice or an appointment on the day (receptionist will contact you) or a routine appointment (via text or email booking link) within a maximum of 14 days, depending on need.

### Can I use the system for administrative queries (e.g. doctor's letter, test results)?

You should use the same system by clicking one of the “Admin request” options from 7.30am till 6 pm and you will receive a reply within 3 days.

### I cannot use a computer or smart phone! Help! I can't fill in the Form.

Ideally ask a friend/relative/carer to send an online request on your behalf but if not, you will still be able to talk to a Receptionist at the Practice on the telephone, who will give you the right help and fill in an online request form for you.

**For nursing, healthcare assistant or blood appointments please contact reception via phone as usual on 0115 9143200 to book these.**

When you click on the arrowed button above you get this page:-

The screenshot shows the NHS systemonline login page. At the top, there are two buttons: "Continue with systemonline" and "NHS Continue to NHS login". Below these, the page is divided into two main sections: "Medical request" and "Admin request".

**Medical request**

- New condition**: Get help with a new health problem.
- Existing condition**: Get help with an ongoing health problem.
- Follow up**: Ask about a recent consultation or referral.
- Medication query**: Ask about medication you are taking.
- Other medical request**: For example submit medical readings (such as blood pressure) or request information from my record.
- Self-referral**: Refer yourself to an available service.

**Admin request**

- 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.

Please log in using system online or your NHS app or systemonline login if you have one

**But you CAN continue WITHOUT a login** – it will ask you for your name etc later.

You can also send a query on behalf of a patient (e.g. if you are a parent of a child or relative/carer of an elderly patient)

Choose your category and then confirm it's not an emergency on the next page

Fill in the requested details of the issue on the next page

On the next page tell us who you are (or who the patient is if you are filling in on their behalf) if you haven't already logged in and submit the request

