

Patient Guide To Using SystemConnect

Why Are We Making This Change?

SystemConnect will be our new online consultation system, developed by TPP, the same supplier that created the patient records system we use. While you may not see the name directly, the system will be fully integrated into our systems.

Norfolk and Waveney Integration Care Board (NWICB) are changing the way that some of the digital tools that we use are funded. Whilst we have used PATCHS to help us to handle over 13,500 requests in the past year and with over 6700 users we are going to be changing the system we use from mid-July this year, our aim is to make accessing care online easier for everyone, while continuing to reduce telephone congestion and manage appointment demand effectively.

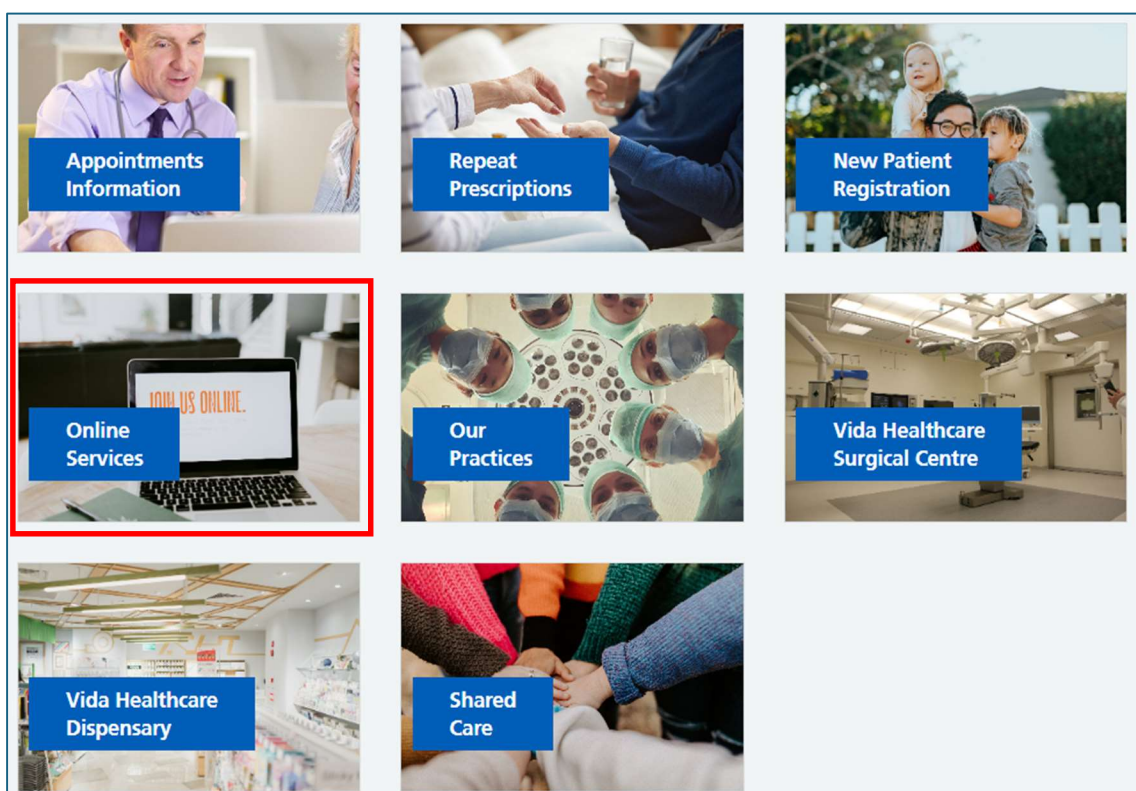
How To Access And Use SystemConnect

If we want to contact the surgery outside of normal hours or we would rather use online instead of making a call or in person, then SystemConnect is the app we need to use. We can also use the app to submit requests for people we care for.

To access it in the first instance we will need to access the Vida Health Care website at:

www.vidahealthcare.nhs.uk

Once we have the home screen presented to us, we can scroll down and find the following links:



We need to find and click the one for 'Online Services' (red box above).

Connecting to SystmConnect

We should now see the Online Services page:



SystmConnect will be the very top item (red square above), there will also be a link listed there to take you to the SystmConnect home page. We need to click on that link.

Submitting A Request

Once we have accessed the SystmConnect home page, we may want to save this to our favourites.¹ We will be presented with the screen below:

¹ If we don't know how to do this then we should search on our preferred browser on the use of favourites.

How can we help?

If you need medical help right now, please call 111 or go to [NHS 111 online](#). In an emergency call 999.

If there is no applicable option below, please use an alternative contact method.

For general health and self help advice please use the [NHS website](#).

Log in to get help faster.

[Continue with systmonline](#)[Continue to NHS login](#)

Medical request

New condition
Get help with a new health problem.

Follow up
Ask about a recent consultation or referral.

Medication query
Ask about medication you are taking.

Admin request

Fit note
Ask for a fit / sick note.

Medication request
Medication reviews and prescription requests.

Other admin request
For example cancel an appointment, make a subject access request.

The top two buttons (both coloured blue) allow us to login to the app either by using a SystmOnline login or by using the NHS App login. If we have either of these logins² then by logging in, we can save ourselves some time later in this process. If we don't have either of these accounts then later in the request it will ask for more details about who we are.

² We can create an account for either of these options if we wish, but we are not covering that process in this documentation.

Below the two buttons, there are currently³ three buttons under the “Medical Request” heading and another three buttons under the “Admin Request” heading. These are our main options for submitting requests, each one will present us with a different electronic form based on the request type, but they will all follow a similar approach.

³ Initially we are only supporting three admin and three medical requests, however overtime we may add more requests as and when needed.

Once we click on any request type, we will be presented with the following screen:

The screenshot shows a web form with a red heading "Check it's not an emergency". Below the heading is a yellow box containing the following text: "You should not submit this form if the patient requires immediate treatment. Call 999 if you have any of the following symptoms:". This is followed by a bulleted list of 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", and "Labour or childbirth: waters breaking, more frequent intense cramps (contractions), baby coming, or just born". Below the list, it says "British Sign Language (BSL) speakers can [make an emergency call using the 999 BSL video call service](#)?" and "Deaf people can use 18000 to contact 999 using text relay." At the bottom of the yellow box is a red button with the text "Continue, I have none of these".

We need to carefully read the list of symptoms, and follow the instructions carefully, as they could be indications of something serious that need to be treated as an emergency. It is not wise or safe to click the red “Continue, I have none of these” button, if in fact we do have one or more of those. Instead, we should call 999.

If we do not have any of the symptoms listed then we need to confirm this by clicking the red “Continue, I have none of these” button.

Once we have confirmed that we do not have any of the emergency conditions listed we can move onto the specific detail of our request.

For each of the request types we need to enter the details of our request. As an example, let's look at a Fit Note Request. All the other requests will follow a similar principle, just the fields will be different.

Note: Any field on any form that has a red asterisk (*) in front of the question, denotes a mandatory field, we will not be able to proceed until all mandatory fields are populated.

If we click on the “Fit note” button, we will be presented with this screen:

Fit note - Fit Note request

Please fill this in to request a Med3 (also known as a sick note or fit note).

Please provide details of your request

* This questionnaire is to assist with a Statement of Fitness for Work.

If you are off work because of ill health for more than seven days your employer will normally ask for a Fit Note (or Statement of Fitness for Work) from your GP or hospital doctor.

A Statement of Fitness for Work is sometimes referred to as Fit Note, Medical Statement, Doctor's Note, MED3 or eMED3.

Please complete this questionnaire if you wish to be considered for a Statement of Fitness for Work. If you are off work for seven days or less, your employer should not ask for a Statement of Fitness for Work. Instead, they can ask you to confirm that you have been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.

☐ I confirm that I am off work for more than 7 days because of illness.

I think that I need a Fit Note because of the following conditions. Please include details of any recent relevant hospital attendances.

* I think that:

☐ I am not fit for work

☐ I may be fit for work

Please add any comments, including the functional effects of your condition(s) and the alterations / adjustments that might be required.

* This will be the case from:

Day Month Year

* When do you expect that you will be fit to return to work?

Day Month Year

Next

If we fail to populate a mandatory field, but click on the “Next” button we will then see our missing fields highlighted in red as the image below shows:

Fit note - Fit Note request

Please fill this in to request a Med3 (also known as a sick note or fit note).

You must correct the error(s) below to continue:

When do you expect that you will be fit to return to work? : This is a required field

Please provide details of your request

* This questionnaire is to assist with a Statement of Fitness for Work.

If you are off work because of ill health for more than seven days your employer will normally ask for a Fit Note (or Statement of Fitness for Work) from your GP or hospital doctor.

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☒ I confirm that I am off work for more than 7 days because of illness.

I think that I need a Fit Note because of the following conditions. Please include details of any recent relevant hospital attendances.

Dizzy spells

* I think that:

☒ I am not fit for work

☐ I may be fit for work

Please add any comments, including the functional effects of your condition(s) and the alterations / adjustments that might be required.

Dizzy spells when standing or moving

* This will be the case from:

Day Month Year

16 06 2025

* When do you expect that you will be fit to return to work?

Day Month Year

This is a required field

Next

When we have successfully completed all the data on the form, we can then click the “Next” button.

Once we've clicked "Next" we will be presented with the "Details" page:

The screenshot shows a web form titled "Your details". At the top, there is a question: "Are you the patient, a healthcare professional or someone else?" with three radio button options: "Patient" (selected), "Healthcare professional", and "Someone else". Below this is a section titled "My information" containing several input fields: "Forename", "Surname", "Date of birth" (with sub-fields for Day, Month, and Year), "Sex" (with radio buttons for Female, Male, and Unspecified, where Unspecified is selected), "NHS number", "Preferred communication method" (with radio buttons for Email and Telephone, where Email is selected), "Telephone number", "Email", and a note: "* Enter either an email or telephone number, depending on the preferred communication method that you select." Below this is a "Postcode search" section with a "Postcode" input field and a "Search" button. Further down are fields for "House number", "House name", "Road", "Town", and "Postcode", with a note: "* Enter either a house number or name." At the bottom left of the form is a red button labeled "Submit Request".

This is where we insert our personal information^{4 5}.

4 If we have used either the SystmOnline or NHS App login details earlier on in the process then those apps will prepopulate most of the data for us. We just need to check it is correct.

5 If our data was prepopulated and upon checking it, it is incorrect, then we need to update the information in whichever app we logged in with.

At the very top of the page we need to specify whether we are filling the form in as ourselves "Patient", or if we are a "Healthcare professional" filling it in for a patient, or if we are a carer for the patient "Someone else".

Once we have populated (or checked) our personal information we can click the red "Submit Request" button. This will complete the request and send it to our surgery.

We can now close our browser and wait to hear back from the surgery.