

How to use systemconnect

Please refer to our website for further information about the upgrading of our online system:

<https://www.becclesmedical.co.uk/were-upgrading-how-you-contact-us-online/>

Please see below for details on how to access us online from 14th July:

Step One

There are three ways to use the SystemConnect online form:

- 1: Use your NHS login.
- 2: Log-in with your SystemOnline account
- 3: Continue to complete the form without logging in.



The screenshot shows the 'systemconnect' online form interface. At the top left is the 'systemconnect' logo with 'powered by systmone' underneath. At the top right is the address: 'Walkley House Medical Centre, 23 Walkley House Medical Ctr Greenhow Street, Sheffield, S6 3TN'. The main heading is 'How can we help?'. Below this is a yellow box containing text: '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](#)?'.

Below the yellow box, it says 'Log in to get help faster.' and there are two buttons: 'Continue with systmonline' and 'NHS Continue to NHS login'.

PLEASE NOTE: By using a login, your personal details will be automatically pre-filled in 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 your contact information, so we can confirm your identity.

Step Two

Please select from the following categories:

Medical Requests

Medical request

Non-urgent medical condition Get help with a non-urgent health problem.	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.
Health review For example asthma, diabetes, learning disabilities.	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.

Administrative Requests

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.

Please see below for a breakdown of the categories and what they should be used for:

Medical Requests

Option	Form Opening Time	Information
New Condition	7 am – 11:00 am	Please fill this in if you require help with a new health problem.
Existing Condition	7 am – 11:00 am	Please fill this in if you require help with an existing health problem.
Non-urgent medical condition	7 am - 6:30 pm	Please fill this in if you require help with a non-urgent health problem.
Follow Up	7 am – 6:30 pm	Please fill this in if you require a follow-up appointment as a result of a previous appointment or test result.
Health Review	7 am – 6:30 pm	Please fill this in to submit a nurse enquiry, such as appointments for long-term condition reviews, dressings, stitch removal, vaccinations, and smears.
Medication Query	7 am – 6:30 pm	Please fill this in to submit a query about your medications. This is <i>not</i> to order your medications.
Other Medical Requests	7 am – 6:30 pm	Please fill this in if you want help with a miscellaneous clinical request.

Administrative Requests

Option	Form Opening Time	Information
Doctors Letter	7 am–6:30 pm	Please fill this in if you would like a doctor's report letter. You can find our list and prices on our website, as well as by selecting the form.
FIT Note	7 am–6:30 pm	Please fill this in if you need to request a sick note (MED3)
Medication Request	All day, every day	Please fill this in if you would like to order your medication.
Test Result	7 am–6:30 pm	Please fill this in if you would like to get your recent test results.

Step Three

You will be asked to confirm that you do not require emergency help:

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 be taken to further categories where you can select the most appropriate questionnaire to your health needs.

Step Five

Once you have answered the questionnaire you will be asked to enter your personal and contact details. Please note that if you have logged in using your SystemOnline or NHS login credentials, your details should already be pre-filled.

Upon submission of the request, this will be triaged or reviewed by our clinical and non-clinical team who will respond by email, SMS message or a telephone call.

