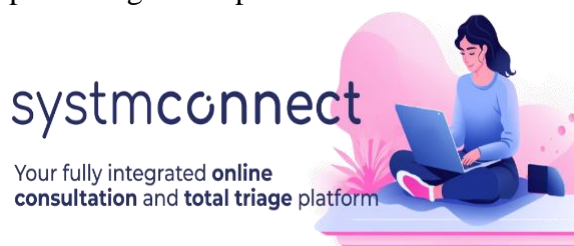


Downton Surgery: SystmConnect Newsletter

February 2025

Introducing our new online consultation triage platform – SystmConnect – Live on our website soon.

Downton Surgery are moving to a new consultation and clinical triage system. The aim is to make us more accessible to patients, to achieve this you can submit requests for consultations online through our website and this will be prioritised in the same way as if you were to contact us by phone or presenting at reception.



We are here to support everyone in using the new system:

- **Online:** through our website <https://www.downtonsurgery.nhs.uk/> or via Systmonline you can submit your request at your convenience, no more waiting on hold to speak with someone.
- **In-Person or Phone:** If you don't have access to a computer, tablet, or smartphone, simply call us or come into the practice. Our team will help you with your requests by completing your form so that all patients have equal access to the care they need.

SystmConnect is a triage system that is designed to help us prioritise patient needs more effectively by managing all incoming requests via dedicated teams and led by GP's. This enables our team to:

- **Evaluate Urgency:** requests will be assessed for urgency based on clinical need, so those that need urgent medical care can receive it.
- **Action requests:** no matter whether it's booking an appointment or offering guidance, we can address your requests promptly.
- **Recording requests:** each request is securely saved to your medical record. Saved for future reference to allow for continuity of care.

Our care co-ordinators will respond to each request individually with the outcome and contact you via your chosen contact method - SMS Text, email or telephone call.

The outcome of the triage system could be:

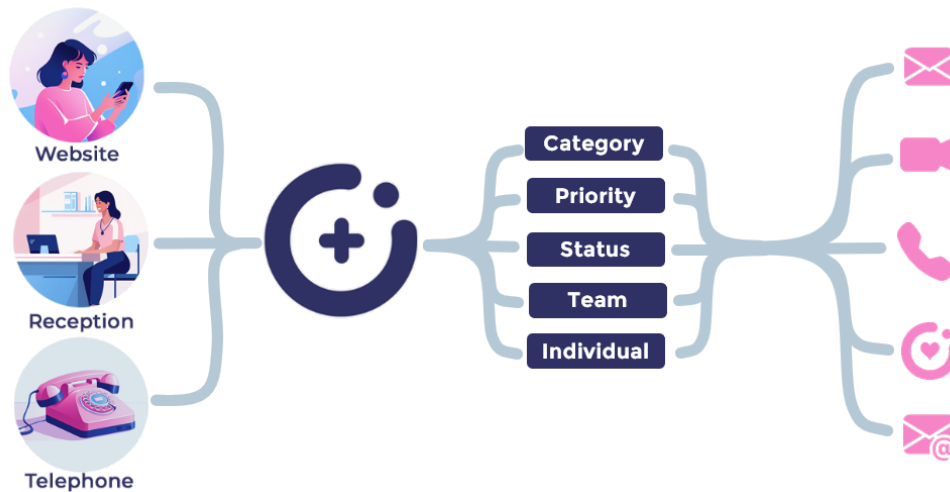
- **Appointment:** we can directly book and arrange telephone or in-person appointments.
- **Signposting to other services:** our team are trained to guide you to the most appropriate additional local services that may be of benefit.
- **Trusted health guidance:** using our clinical knowledge we can highlight reliable health information from NHS to help guide you to manage your health confidently.
- **Further information:** We may need to request further information, for example we may request a photo of a skin complaint.

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Support Available:

Our trained team of care-coordinators and administrators are ready to assist you by phone or at the front desk with any questions. We believe this new system will enhance patient care all-round for everybody. We will ensure that no one is disadvantaged by our new system. We are committed to prioritising our most vulnerable patients.



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Frequently Asked Questions (FAQs)

1. What questions will the form ask me?

The form allows you to choose between two options Medical Request or Admin Request.

Within the Admin option you will find:

- Request a fit (sick) note
- Follow-up on Test Results (Blood Test, Scans, etc.)
- Medication Request
- Other admin request (cancel an appointment)

Any other advice or information that is not medically related eg discuss referrals

Within the Medical option you will find:

- New condition
- Existing condition
- Medication queries
- Other Medical request (submit BP readings or travel clinic)

Once you have selected an option you will be asked further questions about your request e.g. List times that you are not available during GP opening times.

2. What if my problem is urgent?

As a GP surgery we are not an emergency service, therefore if you are concerned about a very urgent, life-threatening, condition such as a stroke, heart attack or seizure you should ring 999 or attend A&E.

If it is not life-threatening but you feel you require as quick response, please call the surgery as you would normally, and we will try to deal with your request appropriately. Under new condition there is an option for new clinical problem – urgent. This will be prioritised accordingly.

3. How do I request a prescription?

You can continue to do this via the usual methods (the NHS app or your SystmOnline access) as these services allow you to see a list of your recent and repeat medications.

You can also email the dispensary on bswicb.downton.dispensary@nhs.net

4. Can I still request my usual clinician?

The on-call GP will triage all requests and decide who is the most appropriate clinician, but you may still request your usual GP, and we will do our best to facilitate this depending on availability.

5. What if I have no access to the internet / difficulties completing the form

We recognise there may be a small group of our patients who do not have access to the internet / may find completing the form difficult. These patients can continue to phone the surgery, and a care coordinator will be able to complete the form on their behalf. We are also happy to take time to show patients in the waiting room.

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6. How long will it take for my request to be actioned?

Our aim is for the on-call GP to have assessed/triaged every request by the end of the same day, however, please be aware that at particularly busy times it may take longer. The time taken for each request to be actioned depends on the requirement.

7. What if I don't want to give the reason for my request, can I just write 'personal'?

We need all patients to give us as much information as possible about their request to use our limited capacity to best triage and direct queries. Forms with insufficient detail for us to make a decision will be replied to with a request for more information which may result in a delay.

8. What if I have more than one issue?

If you have multiple problems, it is best to submit more than one request to make sure we have enough information about each problem.

9. I don't have a login for the NHS app, or SystmOnline?

You don't need a login to either the NHS app, or SystmOnline, to make a request. You can access it directly via our surgery website.

10. How do I submit a request on behalf of my child?

Submit a request as usual but please make sure to use their personal details, i.e. name and date of birth, and don't login to do so as this will connect to your own medical record.

11. Is it NHS approved?

Yes, Patient Triage has been assessed by NHS Digital and meets the requirements for an online consultation solution on the GP IT Futures framework. This includes assessments of how data is used and stored in line with GDPR regulations.

12. Why are we making this change?

We believe that online consultation is the most effective way that we can sustain a safe and accessible service for our patients based on clinical need.

This change should make it easier to submit requests to the practice and ensure that you are on the most appropriate clinical pathway and seen in a timely manner.

The benefits of using SystmConnect are:

- Easy to access.
- No waiting on hold on the phone.
- The surgery might be able to help more quickly and easily eg with text message advice, prescription, or referring you directly to an appropriate service.
- Appointments will be prioritised by clinicians according to clinical need and urgency.