

# Downton Surgery

## How to use our Online Form - Systemconnect

### Step One:

There are three ways to use the Systemconnect form:

1. Use your NHS Login
2. Log in with your SystemOnline account details
3. Continue to complete the form without logging in\*

\*Please note: by using a login option, your personal details will automatically be pre-filled within the form. Saving you each time you contact us. If you are not registered with either of the above then please scroll down to continue.

**systemconnect**  
powered by **systemone**

**Downton Surgery**  
The Surgery Moot Lane, Downton  
Salisbury, SP5 3JP

### 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 **systemonline**

**NHS** Continue to NHS login



## Step Two:

Please select the most appropriate button for the service you require:

### Medical Requests

You will find these options:

#### Medical request

##### New condition

Get help with a new health problem.



##### Existing condition

Get help with an ongoing health problem.



##### 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.



### Administrative Requests

You will see the following options for non medical requests:

#### Admin request

##### 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.



The following information explains the form options in more detail:

## Medical Requests

Option	Information
<b>New Condition</b>	<p>Please fill this in if you require help with a new health problem that you feel may need a same day response.</p> <p>Please fill this in if you think you may need an <b>urgent</b> appointment for the same day (even if it is for an existing condition). Please choose the option called 'New Clinical Problem – Urgent'</p>
<b>Existing Condition</b>	<p>Please fill this in if you require a follow up appointment or want to book a non-urgent appointment for the future.</p> <p>Please fill this in to request help with social concerns and health coaching (social prescriber).</p>
<b>Health Review</b>	<p>Please fill this in to submit a long-term condition enquiry such as asthma, diabetes and learning disability reviews.</p> <p>You can also use this option to submit BP readings and other the general health information.</p>
<b>Medication Query</b>	<p>Please fill this to ask about medication you are taking.</p>
<b>Other Medical Request</b>	<p>Please fill this in to submit a travel vaccination query.</p> <p>Please fill this in to submit an average home BP reading. Under the option 'other long-term condition review' you can submit your average BP reading.</p>

## Administrative Requests

Option	Viewing Message
<b>Fit Note Request (MED3)</b>	<p>Please fill this in to request a sick note. A sick note is not required for the first 7 calendar days of absence. You can self-certify for this period.</p> <p>Please note that if you feel well enough to return to work at your normal capacity after a period of sickness, you do not need a note from the doctor.</p>
<b>Medication Request</b>	<p>If you are unable to request your medication on the NHS app then please complete this form. Please include specific details such as the name of the medication and dosage.</p> <p>If you think you are having an adverse drug reaction, please fill in the new conditions form.</p>
<b>Test Results</b>	<p>If you are unable to access your test results via the NHS app, please complete this form.</p> <p>For tests requested by the Hospital, you will need to contact the Consultant's secretary/department as the results will go directly to them. Please note if you are unable to see your results it may be too early, or they have not been reviewed and filed.</p>
<b>Other Admin Request</b>	<p>Please fill this in if you wish to make a miscellaneous administrative request. You can also use this to book nurse appointments or to cancel an appointment.</p>

## Step Three:

You will be asked to confirm that the request 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

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## Step Four:

Once you have confirmed that your query is not an emergency - click the continue, 'I have none of these button' you will then proceed to the relevant information collection form for each option.

Please do have a browse of each option to familiarise yourself with the system and options available to you.

## Step Five:

Upon completing the required information, you will be asked to enter your personal contact details (unless you have chosen to log in via SystemOnline or NHS app from step 1, then your personal details should already be pre-filled).

Upon submission of the form, your request will be dealt with by the appropriate team and you will be contacted in due course.

Please continue to visit our website <https://www.downtonsurgery.nhs.uk> call the surgery on 01725 510296 or pop in and speak to a member of the team for the latest Information and guidance.

Please scan the QR code below using your smartphone or tablet to access our SystemConnect directly now.



Scan using your phone camera and then click the link that appears.