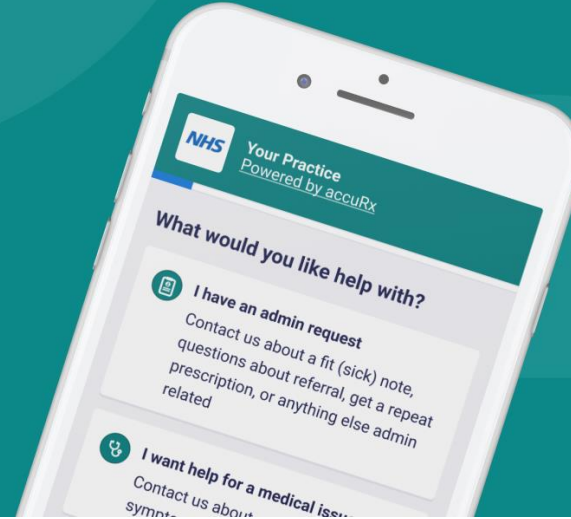




# Contact us online

Submit a new request



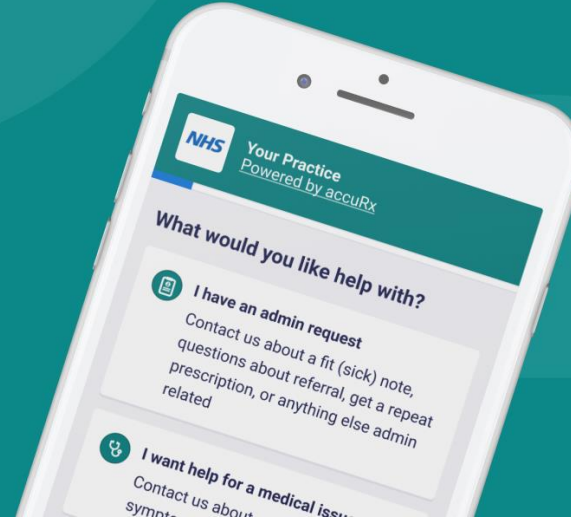
You can now contact us online via our website at [www.ropegreenmedicalcentre.nhs.uk](http://www.ropegreenmedicalcentre.nhs.uk) or the NHS App with requests for appointments and administration queries.

We hope this will make it easier for you to contact us.



# Contact us online

Submit a new request



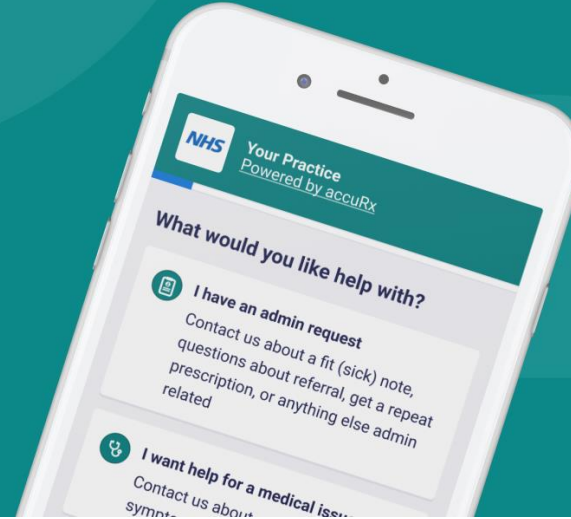
Requests can be submitted Monday-Friday, 8.00am-3.30pm. Medical (appointment) enquiries will be processed using the online system and will be viewed and triaged by Doctors at the practice.

Prescription requests will continue to be taken in the usual way.



# Contact us online

Submit a new request

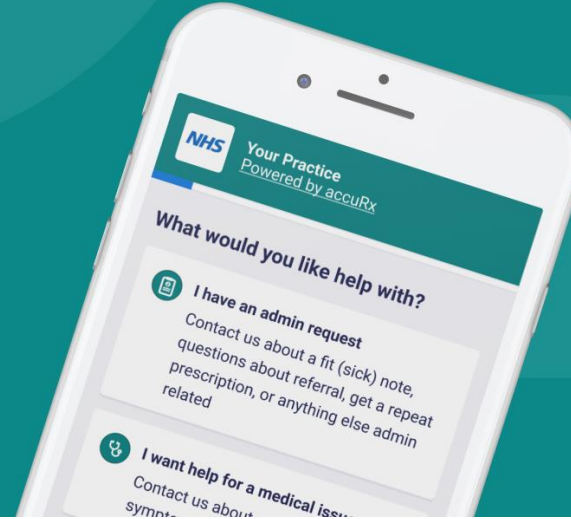


Don't worry if you do not have a smartphone or internet access, you can still contact reception who will complete the form on your behalf.



# Contact us online

Submit a new request



All online requests will be treated on the basis of priority regardless of how or where they are completed. We aim to respond to requests as quickly as possible and whilst we aim to read all requests on the same day, it may take up to 2 working days for routine requests to be actioned.



# Contact us online

Submit a new request




You will have three choices to select from:

**“I have an admin query”**

**“I want help for a medical issue”**

**“I want to see online advice”**

## Contact us about your request

 This will be read by a member of the team within 2 working days  
If you need more urgent help, call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

### What would you like help with?

#### Admin query

This includes: fit (sick) note, test results, repeat prescription or anything else admin related.



#### Medical request

Tell us about a new or ongoing problem.



#### Online advice

See NHS advice and guidance on conditions, symptoms and treatments.





# Contact us online

Submit a new request

## “I want help for a medical issue”

Selecting this option will allow you to submit a request to get help regarding a medical issue. You will be asked a few short questions about your problem.

Medical Request

### Medical problem

ⓘ Make it clear if you are filling this in on behalf of someone else.

**Describe the medical problem**

e.g. Sore throat with a dry cough.

Type response here

500 characters remaining

+ Attach a photo (optional)

**How long has this been going on for?**

e.g. It has been going on for over a week.

Type response here

500 characters remaining

**Is this problem getting better or worse? Have you tried anything?**

e.g. It is getting worse and I have taken paracetamol.

Type response here

500 characters remaining

**Is there anything else you want to tell us? (optional)**

e.g. I used to get tonsillitis as a child and I have a penicillin allergy

Type response here

500 characters remaining

**Specify when you are NOT available to be contacted (optional)**

e.g. Not available between 2-3pm on Mondays and Fridays

Type response here

500 characters remaining



# Contact us online

Submit a new request

## “I have an admin query”

Selecting this option will allow you to:

- Request a doctor's note
- Request a fit (sick) note
- Ask questions or get an update on a referral
- Follow-up on Test Results (Blood Test, Scans, etc.)
- Any about other advice or information that is not medically related

Admin query

## Select an option

Doctor's letter

This includes: private, insurance, educational letters etc.



Fit (sick) note

Tell us if you need a medical statement about your fitness to work.



Referral follow-up



Repeat prescription



Test results



Something else



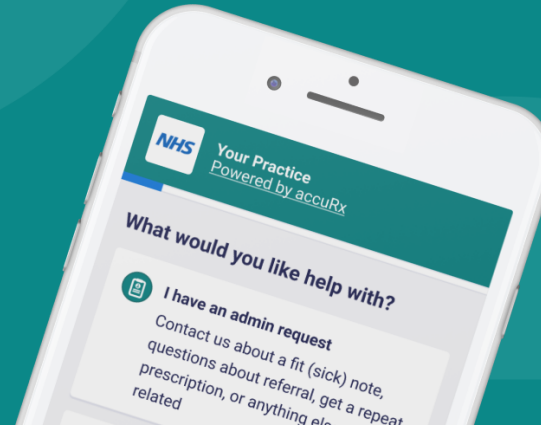
Back





# Contact us online

Submit a new request



**“I want to see online advice”**  
This option will signpost you to the NHS website for additional information.

**NHS** Search [My account](#)

[Health A-Z](#) [Live Well](#) [Mental health](#) [Care and support](#) [Pregnancy](#) [NHS services](#)

**We're here for you**  
Helping you take control of your health and wellbeing.

**Health A to Z**  
Your complete guide to conditions, symptoms and treatments, including what to do and when to get help.  
[Go to the Health A to Z](#)

**Medicines A to Z**  
Find out how your medicine works, how and when to take it, possible side effects and answers to your common questions.  
[Go to the Medicines A to Z](#)