



**SystemConnect** is the new **online platform** that enables effective communication with patients by helping to improve access and manage demand to the surgery.

Patients can access this service using a smartphone, website, phone call or in person at reception. Their request is allocated to the correct team and a response will be sent via their preferred communication route, whether that be a letter, phone call, app notification or email.

**Patients can now submit admin requests for the following items:**

- **Doctor's letter**
- **Sick notes (Fit notes)**

**Reminder:**

This system is designed to ensure you speak to the right healthcare professional or are put through to the correct team within the surgery. It will help prevent you making unnecessary trips and phone calls to the surgery.