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| **Version** | **Date Published** | **Review Status** | SELSTONSURGERY |
| 0.1 | Sept 2024 | NEW |
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**SYSTMCONNECT**

Systmconnect is an online platform allows our patients to access the help they need in a timely manner without having to contact us multiple times and will take less time than it takes to phone up. It will also allow the surgery to use our resources in the most effective manner by directing patients to the most appropriate clinician, team or services.

If you want to ask for a Sick note (also know as a Fit Note or a Med3) you can request this on Systmconnect and it’s the preferred way of requesting an extension to an existing Sick Note. By making your request this way you do not need to phone the surgery, you can provide us with all the information that is needed.

If you are requesting a New Sick note just Select the ‘New Request’

Button to access the online form. Simply fill out the form and submit it, No login or account is needed, this links with the login for the NHS app as well as SystmOnline.

You can also request your medication on Systmconnect, (Press New Request) and scroll down to Medication Request and again access the online form. Simply fill out the form and submit it. Again no login or account is needed, this links with the login for the NHS app as well as SystmOnline.

Our Reception team will aim to acknowledge these within 24 hours

 (working hours) and will phone, text or email if needed.

Please note Prescription requests take 48 hours (working hours) for our reception team to process.

We will also be introducing more online facilities January 2025