



Dr Sooriakumaran
Medical Practice

Dr Sooriakumaran Patient Participation Group

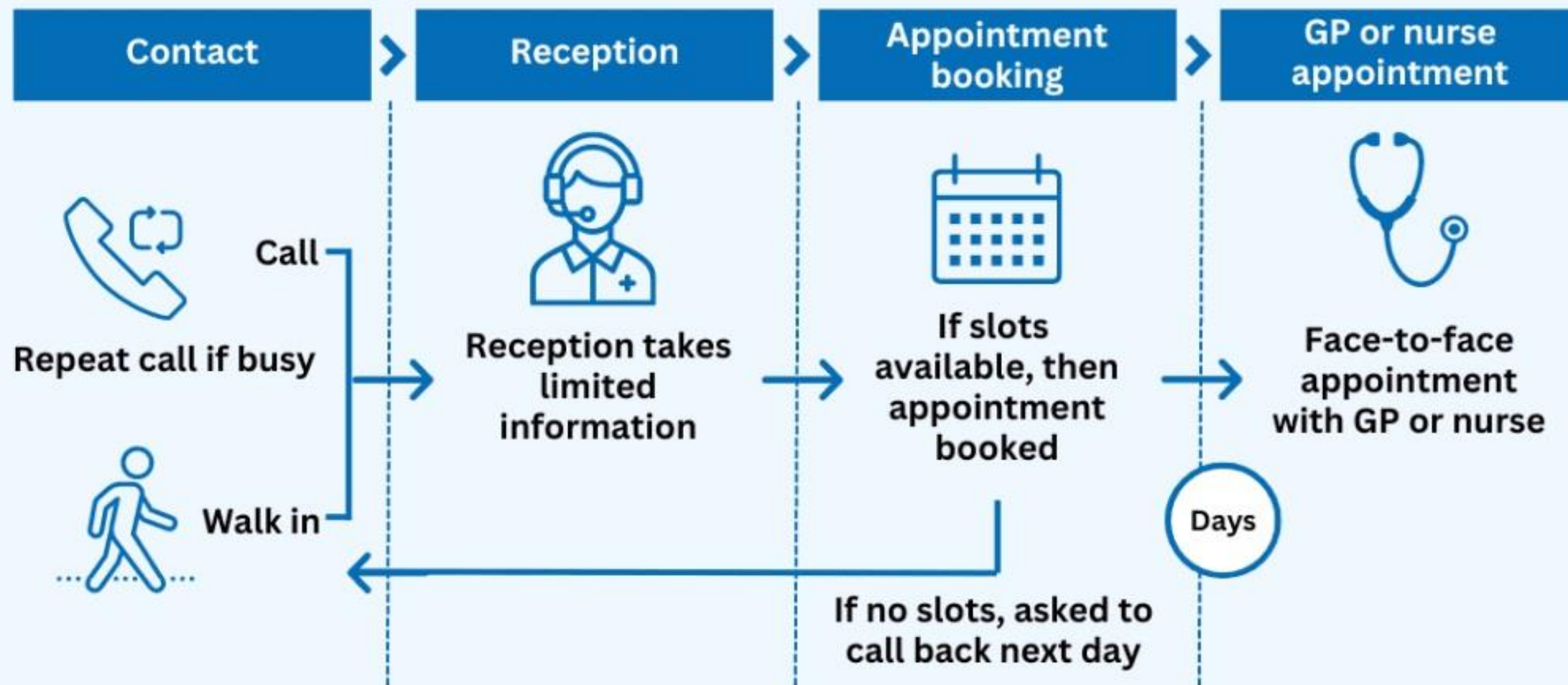
24th Sept 2025



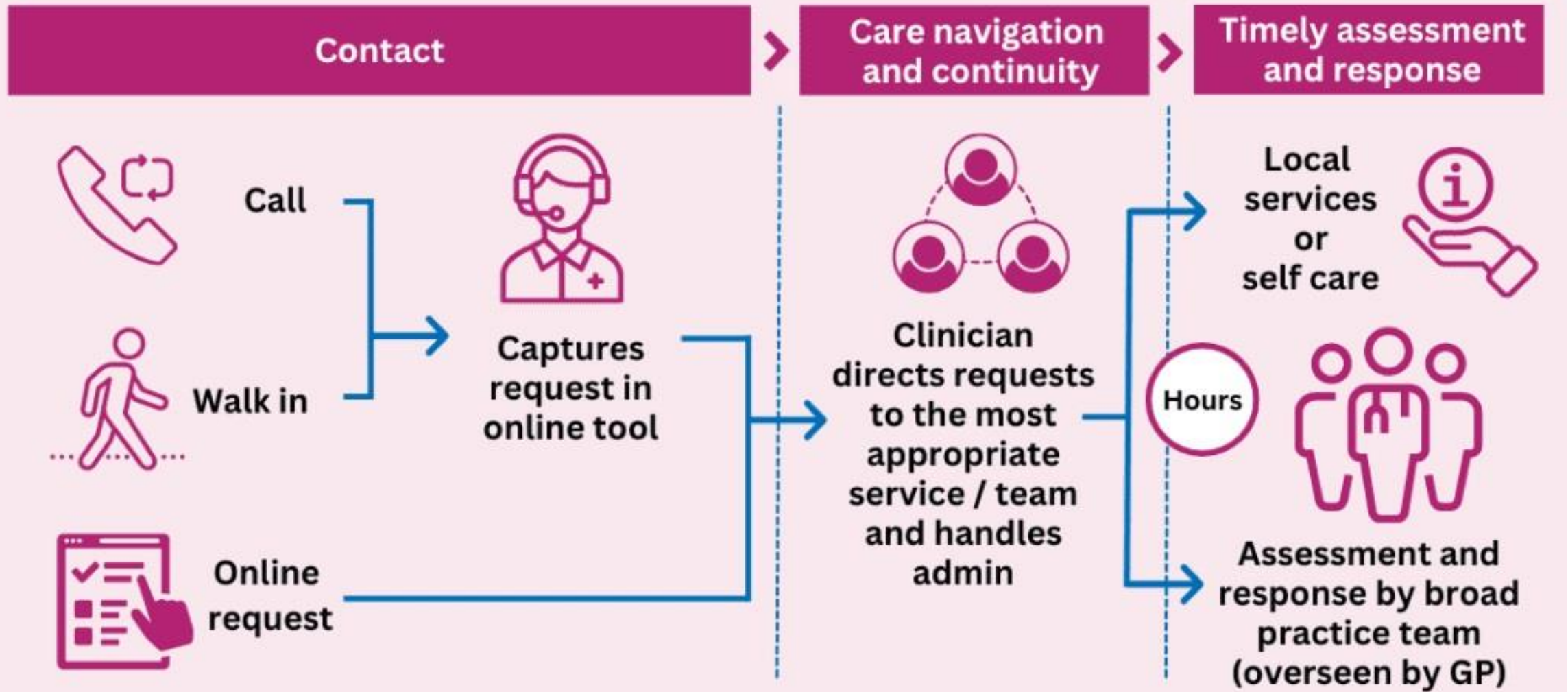
What is the change?

- Modern General Practice
- SystmConnect

Traditional Model



Modern General Practice Access Model





Benefits for Patients

Greater Accessibility:

Patients can contact their GP practice through multiple channels, including phone, online platforms, and in-person visits, making it easier to access care.

Improved Patient Experience:

Shorter wait times, streamlined processes, and better digital tools lead to higher patient satisfaction.

More Efficient Care:

Patients are guided by care navigators to the most appropriate healthcare professional or service, leading to quicker resolutions and better outcomes.

Enhanced Continuity:

Practices use multi-disciplinary teams and [micro-teams](#) to ensure patients receive consistent care from the right professional, even if they can't see their preferred GP.

Comprehensive Support:

Social prescribing and community services are integrated into primary care, addressing non-clinical issues and supporting overall well-being.



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Demo of the SystmConnect



Your ideas about how to support patients

- Website
- Signs
- Emails
- Text messages
- Face to face support



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What else can you do?

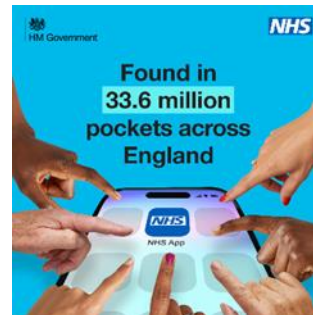
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