



17th March 2025

**Our Appointment
System is Changing**

Why is the System Changing?

You Said....

You can't get through on the phone and when we do get through all the appointments have gone or we get told that to ring the 111



The booking system is very frustrating



Same day urgent appointment usually available



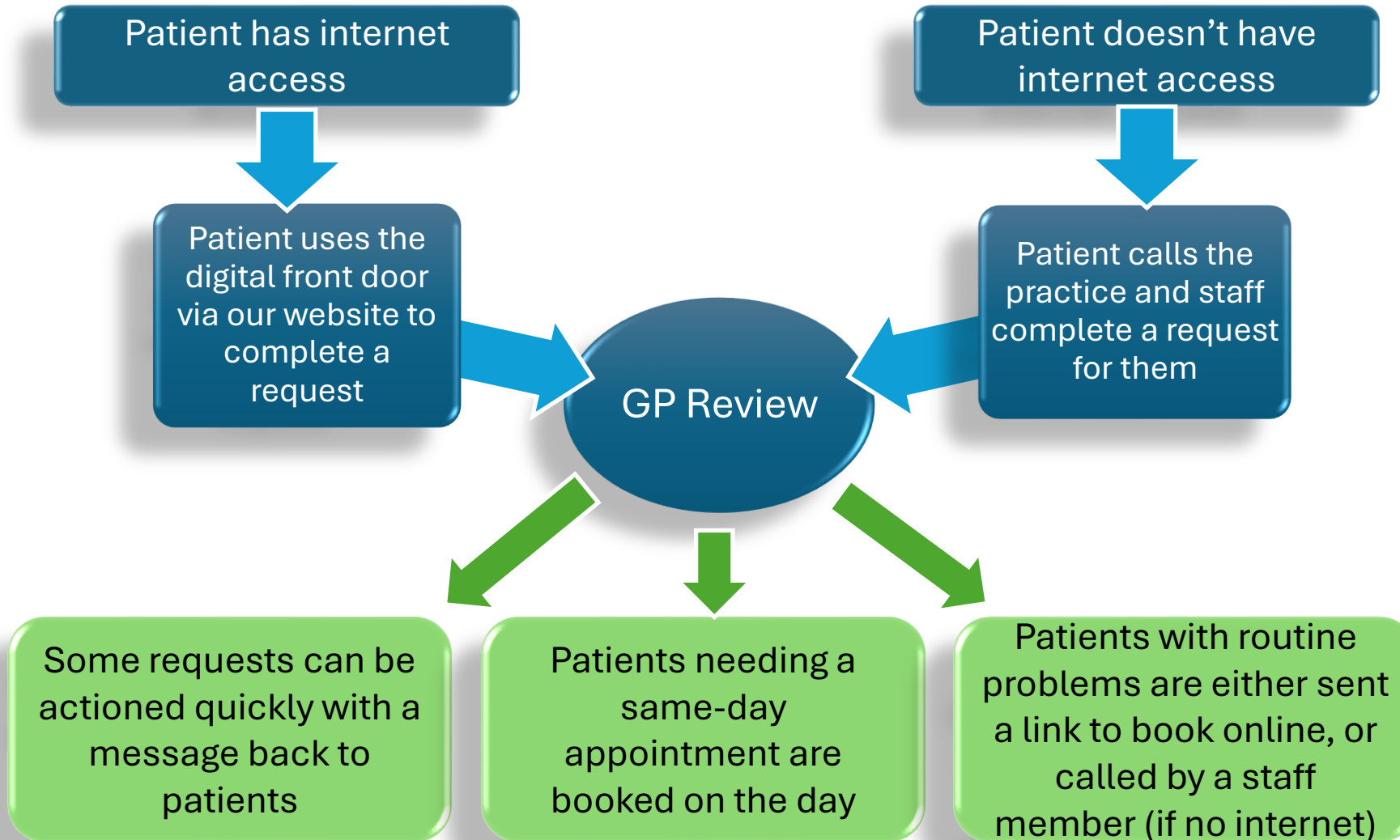
Can't get a routine advance appointment, no online appointments available to book



We want the new system to...



How will the new system work?



What is a Digital Front Door?



It is a way for patients to interact with the practice online:

- Request Appointments
- Get Information
- Get help with problems like online access, sick notes etc..



**From March 17th you can find it on our website
www.parkmedicalchester.co.uk**

What if I don't have internet access?



- **You can still call the practice**
- **All our requests are treated the same, online or on the phone**
- **Using our digital front door avoids waiting on the phone**