

17th March 2025 Our Appointment System is Changing

Why is the System Changing? PARK

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

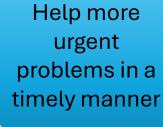
Can't get a routine advance appointment, no online appointments available to book





We want the new system to...





Treat all patient

requests equally

Help patients
with non-urgent
problems book at
a time that works
for them

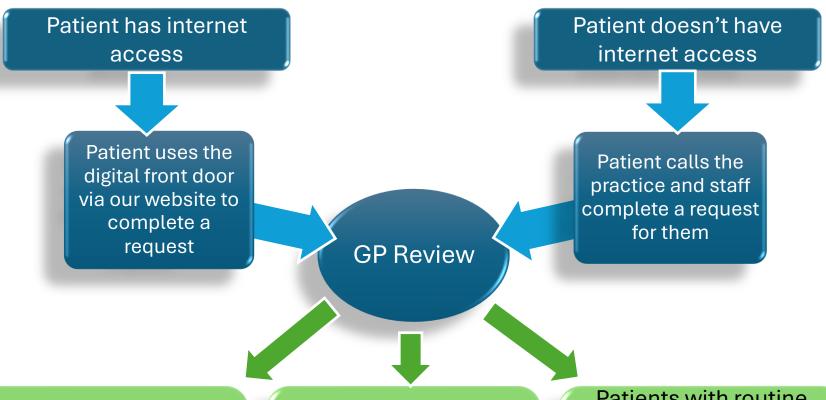
Reduce the stress
of trying to call at



Let patients see the clinician with the best skills to help them

How will the new system work?





Some requests can be actioned quickly with a message back to patients

Patients needing a same-day appointment are booked on the day

Patients with routine problems are either sent a link to book online, or called by a staff member (if no internet)

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