

Following the action point raised at PPG 25.3.26 regarding online bookings, we undertook a review of contractual obligations. An explanation is detailed below.

Accessing Appointments at the Practice

We understand that some patients have found it difficult to book appointments online, and we'd like to explain how the system works.

GP practices are asked by NHS England to provide a way for patients to contact the practice online, rather than simply offering a list of bookable appointments.

At our practice, this means:

- You can submit a request online through our website for non-urgent issues
 - Your request is reviewed by our team
 - You will then be offered an appointment with the most appropriate clinician, or given advice
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Why we use this system

This approach helps us to:

- Make sure you see the right person first time
 - Prioritise patients who need more urgent care
 - Reduce delays caused by booking the wrong type of appointment
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Online appointments in apps

You may notice that fewer appointments are available to book directly through apps such as the NHS App.

This is because most appointments are now arranged after reviewing patient requests, rather than being released for direct booking.

We know it's not perfect

We recognise that:

- It can sometimes feel unclear how to get an appointment
- There have been occasions where patients were asked to use the online system but no appointments were available

We are currently reviewing this to make sure:

- Information given to patients is accurate
 - Our systems and staff processes are working smoothly
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Our aim

Our goal is to make access to care fair, safe, and as simple as possible for all patients.

If you need help using the online system, our reception team is always available to support you.