

## CHANGE TO SYSTEM FOR BOOKING GP APPOINTMENTS FROM MONDAY 27<sup>TH</sup> APRIL

In February this year, we introduced a new online booking system, Rapid Health. The aim was to make it easier and quicker for patients to book appointments through a simple and secure online platform, without the need to download an app or create an account. We hoped this would improve access to our services, reduce waiting times, and streamline communication with the practice.

However, after using the system and carefully reviewing feedback from patients and staff, we recognise that it has not worked as well as intended. It has become clear that this system is not the right fit with our practice at the current time.

As a result, from Monday the 27<sup>th</sup> of April, we will be reverting to our previous system for booking GP appointments, medication requests and administrative queries. Patients should continue to submit requested via our website: <https://www.parishesbridgemedicalpractice.nhs.uk>. Our triage team will then review requests and contact patients accordingly. (This serve will also be accessible via the NHS App later in May.)

We would like to thank all our patients and staff for their patience, understanding and valuable feedback during this period of change.

Exploring new ways of working is important as we continue to improve our services and we are grateful for your support while we trialled this system.

We remain committed to providing accessible and efficient care for all our patients and will continue to review how we can improve our services in the future.

Kim Austin,

Practice Manager,

Parishes Bridge Medical Practice