

**Thank You for Your Feedback on Our New Appointment System**

Thank you to everyone who has used our new appointment system over the past six weeks and taken the time to share feedback. We’re pleased to hear that the vast majority of patients prefer the new system, which has helped us eliminate the 8:30am phone queue and improved how we allocate appointments.

Instead of a first-come, first-served approach, all medical requests are now reviewed by a GP who can prioritise care based on clinical need. On average, patients report that completing the online form takes between three and six minutes.

We are continuing to refine the system and wanted to share a few key tips:

* **Request Early for More Choice**: Patients who submit their requests between **8:00am and 8:30am** tend to have a **wider choice of appointments**, are **more likely to see their preferred clinician**, and can often choose their preferred appointment type.
* **Afternoon Requests = Less Availability**: Requests submitted after lunch often have fewer appointment options, as many have already been filled earlier in the day.
* **Online Hours**: the online request system will be open **from 8:00am to 5:30pm**.
* **Pre-Book Options Expanded**: While most appointments are still same-day, we have increased the number of **pre-bookable appointments**.
* **Managing Demand**: We are currently handling **over 750 requests per week**, with **Monday being the busiest day**. We are making small adjustments to appointment availability throughout the week to help spread demand more evenly.

Thank you for helping us improve access to care. Your continued feedback is invaluable as we make further refinements.