

# Cumberland House Surgery

**Our Appointment System  
is 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

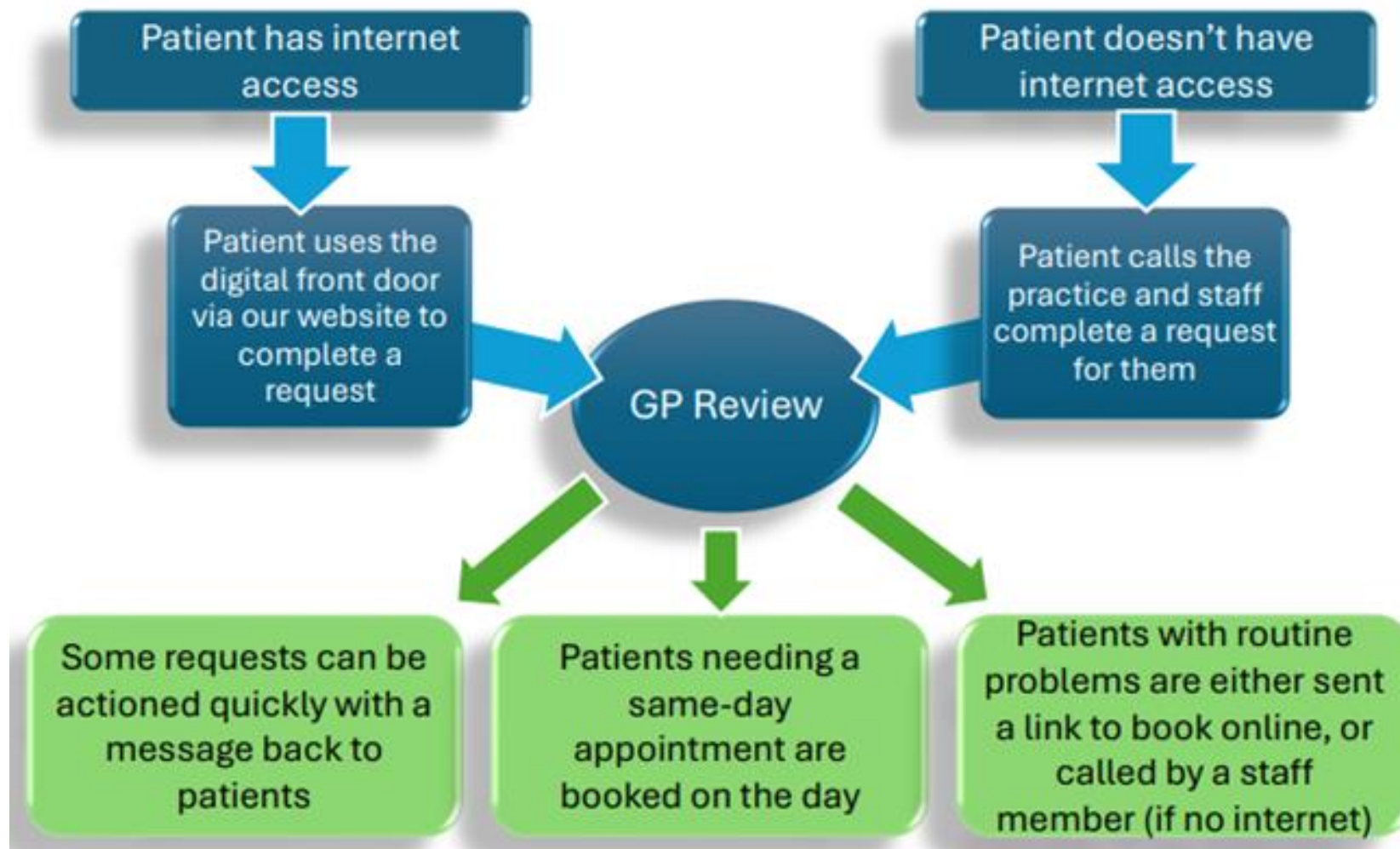


# We want the new system to...





# 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 September 29<sup>th</sup> you can find it on our website

<https://www.cumberlandhousesurgery.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**