

(ii)

The solution shown is not fit for purpose because there is no option to make a follow-up booking so each booking needs to be made individually.

The solution shown is fit for purpose since it is possible to book a follow-up appointment by making an entirely new appointment.

1

1 mark for indicating that solution is not fit for purpose together with a supporting reason that refers to the evidence provided

OR

1 mark for indicating that solution is fit for purpose together with a supporting reason