

Patches is an online consultation service that helps you communicate with your GP more quickly.

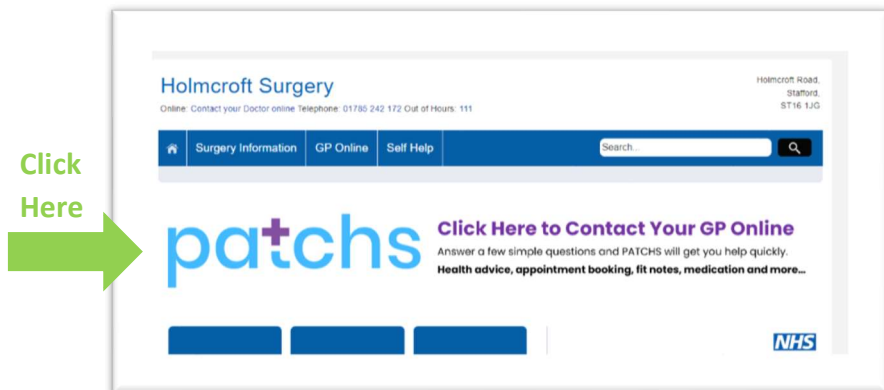


Why use Patches?

- Save time – no more frustrating waits trying to get through via the phone line
- Get help – let your GP know about your problem in your own words
- More control – track the status of your query via your smart phone
- Better access – communicate accurately in your preferred language
- Be prioritised – if your query is urgent, your GP will know, and you will be given precedence according to the severity of your symptoms
- Manage your health – request health advice, fit notes, prescription medication and more
- Easy to use – create a patches account on your phone or computer

How do I get started with Patches?

Access to Patches is via our website:



Click on the link to Patches on our website

<https://www.holmcroftsurgery.nhs.uk>

1. Follow the steps to create an account. You will need your email address to do this, and you will be prompted to create a password.
2. Once you have created an account and are logged into Patches you will see a range of actions to choose from. Choose the appropriate option - and answer a few simple questions to help your GP understand your problem.
3. Your answers will be sent to your GP who will respond as quickly as possible.
4. They may reach out via email, SMS or phone call.
5. Your GP will schedule a consultation with you if necessary.



Once registered to use PATCHs you can make a request for help around:

- A new health problem – something you haven't contacted the practice about before
- An ongoing health problem – Something the GP practice already knows about
- An admin request – To fill out a form such as a sick/ fit note or letter etc
- A medication request – either a repeat prescription or a one off
- Other – something that doesn't fall in to any of the above categories

Requesting support for a new health problem

When entering a **new health problem** it is important that you include as much detail as possible to help our team direct your request to the appropriate clinician.

Click ***Make A Request***

The screenshot shows the 'Make A Request' form on the PATCHs website. The navigation bar at the top includes links for 'Test Practice', 'My Requests & Messages', 'Make A Request' (which is highlighted), 'My Video Consultations', 'My Health', 'Give Feedback', 'Help', and 'Mr'. The form itself has a light blue header with the text 'I have a new health problem - something I haven't contacted my GP practice about before'. Below this is a purple box with the heading 'Please describe your health problem:' and three questions: 'What are your symptoms?', 'What do you think may have caused them?', and 'Is there anything you are particularly worried about?'. A text input field contains the example text 'I have a rash on my hand that's very itchy', with an 'Edit' button to its right. Below this is another purple box with the heading 'How long has the problem been going on?' and the question 'Is it getting better, worse, or staying the same?'. At the bottom, there is a text input field with a plus icon and the placeholder 'Type your reply here...'. Below the input field, it says '5 remaining. Reply to see next one.' and '0/1000'. A blue 'Submit' button is in the bottom right corner.



Please describe your health problem:
 What are your symptoms?
 What do you think may have caused them?
 Is there anything you are particularly worried about?

I have a rash on my upper arm that's very itchy

Edit

You can support your request by adding photos by clicking the blue plus sign – selecting the photo to be attached and hitting “submit”.

I have a rash on my upper arm that's very itchy

How long has the problem been going on?
 Is it getting better, worse, or staying the same?

+ I have a rash on my upper arm that's very itchy

Edit your response. 47/1000 Submit

When you have entered all of the details around your concern you will be asked to confirm your response – **by clicking confirm, you are agreeing to responses being added to your GP record.** Your response will now be sent to the practice, and a confirmation email will be sent to both you and to the GP practice so that they can respond to your request.

Please check your responses above to make sure they are correct. You can change a response using the Edit button.

Once you're ready to submit your request press the **Confirm** button to confirm:

- This information is correct and you agree it can be added to your medical record.
- You understand your GP practice can only respond during opening hours **Monday to Friday 9 till 5.**
- This is **not a medical emergency** - [What is an emergency?](#)

Confirm



Requesting support for an ongoing health problem

The process for requesting support for an **ongoing health problem** is similar to above, but you will be asked further questions to support including:

- What are your symptoms?
- What do you think may have caused them?
- Is there anything you are particularly worried about?
- How long has the problem been going on?
- Is it getting better worse or staying the same?
- What has been tried to make the problem better so far? Has it helped?
- If someone at the practice has helped you with this problem before, please give their name here.
- If you have thoughts on how you would like your practice to help, please let them know here
- If there are times when you are unavailable for your practice to contact you - please add them here.

IMPORTANT:

If you see the notification below this means all available on the day appointments have been allocated. **HOWEVER**, you are still able to make admin requests for things such as repeat prescriptions, fit notes etc.

Holmcroft Surgery

WELCOME TO PATCHS

- Please note this service is for medical issues that do not require an immediate response.
- The practice will respond within 24 hours to more urgent problems.
- The system is not monitored outside of our opening hours.
- Please use NHS 111 or emergency services for immediate needs.

Holmcroft Surgery is currently unavailable for health problems on PATCHS.

They will next be available on **Monday at 08:00**. [Help?](#)

Patchs has now reached full capacity! If your request is urgent, please contact NHS 111 or 999 depending on your need.



Once the Patchs system reaches capacity it will not allow any same day appointments to be requested. However telephone lines remain open. You may be asked to contact the surgery on another day if your need is not urgent or you may be offered an appointment at one of the GP Federation hubs located across the city dependent on availability.

To request a repeat prescription:

Select Medication Request from the Main Menu

Welcome to PATCHS at Holmcroft Surgery

How can we help you?

Change language ▼ [Help](#)

I have a...

- New health problem**
Something I haven't contacted my GP practice about before
- Ongoing health problem**
Something my GP practice already knows about
- Admin request**
A form to fill out (e.g. a 'sick' or 'fit' note) or letter to write
- Medication request**
Including repeats and one-offs
- Other**
Something that doesn't fall into the above categories

[Back to start](#)

You will be asked:

- **Is this repeat or one-off medication?**
- **What is the medication? How much do you take and how often?**
- Once completed your prescription requests will be visible on the **Medication** tab.



| My Medication Requests | | |
|------------------------|---|--------------|
| Messages | Medication | Appointments |
| Make a new request | | |
| DATE REQUESTED | ORDER SUMMARY | STATUS |
| 10/08/2022 14:18 | EpiPen 300micrograms/0.3ml (1 in 1,000) solution for injection auto-injectors (Viatris UK Healthcare... | Requested |

You will be notified once the prescription has been processed and is ready for collection from your nominated pharmacy.

Supporting a family member or dependent

Please note you can register on PATCHs to support sending PATCHs communication requests on behalf of a family member or dependent. This can include requesting appointments/ test results*/ medication.

**Subject to relevant consents to patient's records being in place.*

