Keele Practice

NHS
North Staffordshire
Combined Healthcare
NHS Trust

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

patchs health

Why use Patchs?

- 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 patchs account on your phone or computer

PROUD TO CARE

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How do I get started with Patchs?

Click Here

Access to Patchs is via our website:

Click on the link to Patchs on our website

https://www.keelepractice.co.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 Patchs 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.

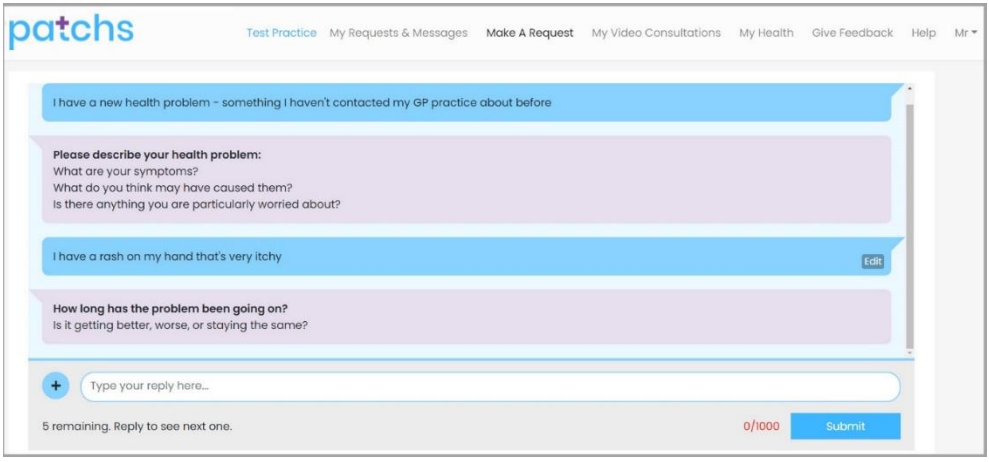
Once registered to use PATCHs you can make a request for help around:

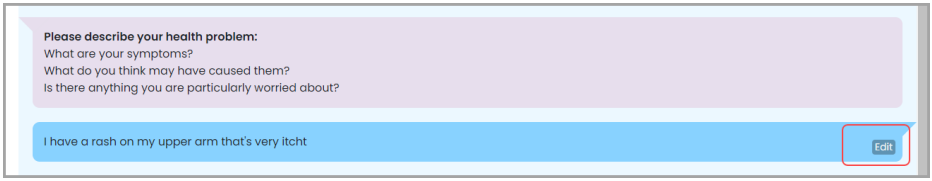
- A new health problem – something you haven't contacted the practice about before
- An ongoing health problem – Something the GP practice already knows about
- An admin request – To fill out a form such as a sick/ fit note or letter etc
- A medication request – either a repeat prescription or a one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

Requesting support for a new health problem

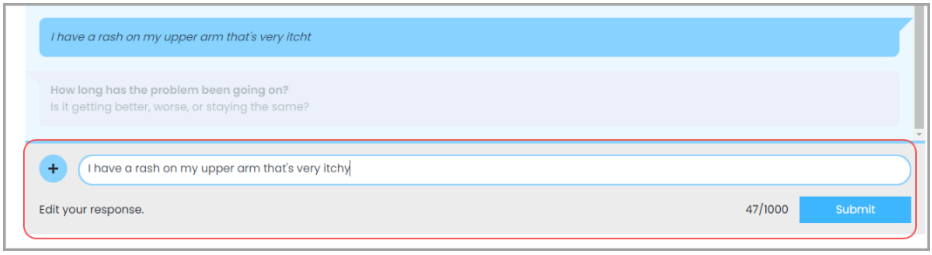
When entering **a new health problem** it is important that you include as much detail as possible to help our team direct your request to the appropriate clinician.

Click ***Make A Request***

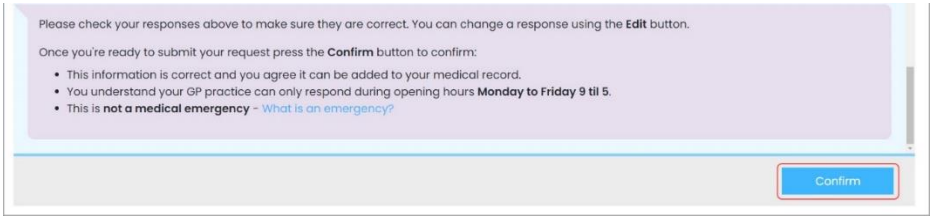




You can support your request by adding photos by clicking the blue plus sign – selecting the photo to be attached and hitting "submit".



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.



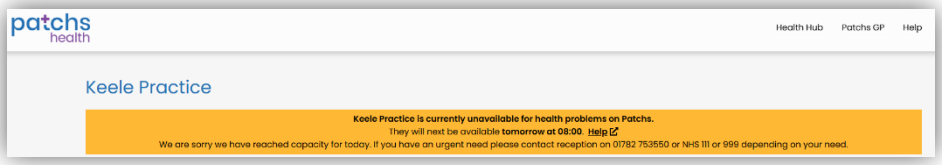
Requesting support for an ongoing health problem

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.



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

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.

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.*