

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



## 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



## How do I get started with Patchs?

Click  
Here



*Please make sure your Address & Contact details are up to date as this may affect your registration with the practice.*

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.



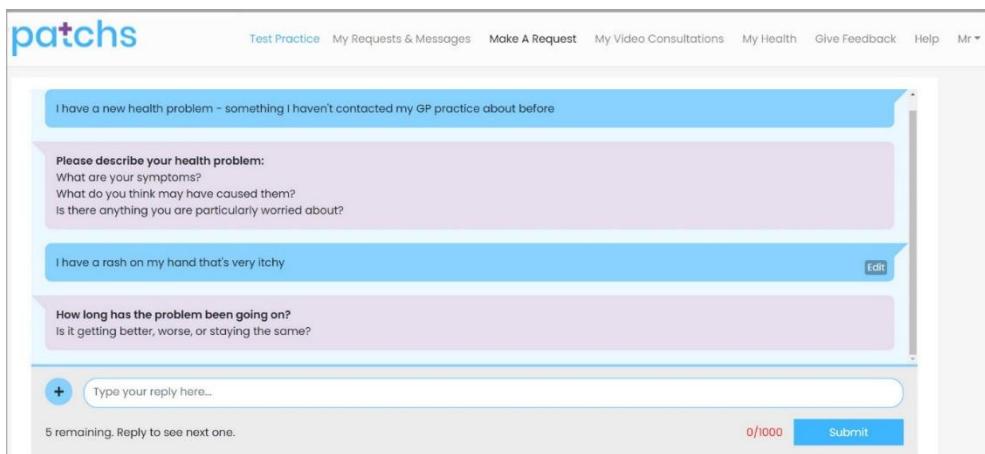
Once registered to use PATCHs you can make a request for help around:

- 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**



The screenshot shows the PATCHs website interface. At the top, there is a navigation bar with links: Test Practice, My Requests & Messages, Make A Request, My Video Consultations, My Health, Give Feedback, Help, and Mr. The 'Make A Request' link is highlighted. Below the navigation, there is a large text input field with the placeholder text: "I have a new health problem - something I haven't contacted my GP practice about before". Underneath this, there is a pinkish-red input field with the placeholder text: "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?". Below these, another blue input field contains the text: "I have a rash on my hand that's very itchy". To the right of this field is a small 'Edit' link. Further down, another pinkish-red input field asks: "How long has the problem been going on? Is it getting better, worse, or staying the same?". At the bottom of the form, there is a text input field with a placeholder: "Type your reply here...". To the left of this field is a blue circular icon with a plus sign. To the right, there is a character counter showing "5 remaining. Reply to see next one." and a progress bar showing "0/1000". Next to the progress bar is a blue "Submit" button.



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 til 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.

**patchs**  
health

Health Hub   Patchs GP   Help

Keele Practice

Keele Practice is currently unavailable for health problems on Patchs.  
They will next be available tomorrow at 08:00. [Help](#)

We are sorry we have reached capacity for today. If you have an urgent need please contact reception on 0782 753550 or 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 Keele Practice

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
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.*

