

Dear Patient,

Starting December 27th, 2023, Glenroyd Medical will introduce a fantastic new messaging and consultation system called PATCHS.

PATCHS is an online consultation service that provides quick and easy access to all GP Practice services, including GP consultations, health advice, medications, sick notes, admin queries, and more. To get started, you just need to answer a few simple questions, and PATCHS will get you the help you need. To access the service, visit our website at www.glenroydmedical.nhs.uk and click the PATCHS banner on our homepage. This will take you to a secure page where you can follow the instructions to create an account. Starting from 27th December, this is where you will go to complete your requests.

Why should I use PATCHS?

- It's Quick and easy to use - answer a few simple questions to get started.
- No need to call the practice and wait in lengthy queues to access the help you need.
- Access PATCHS through your practice website or NHS app from the comfort of your home.
- Each request is individually assessed by the appropriate member of the practice team.
- If appropriate, self-bookable appointment links that allow you to make your own appointments at a time that suits you.
- Access to a range of GP services: GP consultations, health advice, sick notes, medication orders and more.

You can view a demonstration at www.patchs.ai/patchs_for_patients



What do I do if I can't use PATCHS for any reason?

We will encourage all our patients to contact us via PATCHS, but we also recognise that many of you may be unable to do so. In these instances, please call us on the regular surgery number 01253 201688, and a member of our Reception Team will go through the online form with you. Please remember that they will ask you questions you may think are clinical. This is so the GP handling your request has all the necessary information.

Kind regards,

Glenroyd Medical

Frequently Asked Questions

1. Do patients have to register for a user account?

No. Patients do not have to register for an account. They can submit a request as a 'Guest' instead of logging in with their email address or NHS details. However, there are several benefits to signing up for a PATCHS account.

- The patient only has to enter their personal information **once** during registration. Once registered, they simply log in and submit their requests.
- Each new patient request must be linked to a clinical record. This means that the GP practice will only have to check that the patient is registered once if the patient submitting the request has an account. PATCHS does automatically match patients to their record; however, if a patient enters information that differs at all from what the GP practice holds on the clinical system, e.g. an old phone number or an abbreviated name, spelling, etc., then the request will need to be individually checked and linked by the practice staff. This potentially creates repeat, unnecessary work and slows down request actions.
- Patients can access the 'MyHealth' section of PATCHS, which allows them to view previous requests and advice, upload readings such as blood pressure, and complete health surveys/questionnaires for long-term condition reviews.
- Patients can access the full suite of Patient Facing Services, including electronic prescription requests, appointment booking, and medical record access.
- A password-protected account also offers the highest security possible when sending messages into practice.

2. Can a parent, guardian, carer, or care home have access to the accounts of those they care for from their account?

Yes. Proxy access can be given to those patients that allows them to submit requests on behalf of other patients.

3. What happens if non-registered patients try to use the service?

PATCHS automatically checks that a patient is registered at the practice when they submit a request or register. If it cannot match the patient to the practice (using IM1/PDS), it will highlight this to the GP practice to manually confirm whether the patient is registered. If the practice marks a patient as 'not registered', a message is sent to the patient informing them of this, and they are blocked from submitting future requests with a message telling them they are not a patient at the practice.

4. What file types does PATCHS support for image/document upload?

PATCHS allows PNG, JPG, JPEG, and PDF

5. If a patient flags that they are attaching an image of an intimate area, does PATCHS pre-notify the practice before they open it, and will it be saved to the clinical system?

Yes. The image is marked as intimate before staff open it and is only accessible to clinicians. Staff can choose not to save the request to the clinical system.

Patients are warned not to upload intimate images unless requested by the practice.

6. How does PATCHS support digitally excluded patients?

The practice will manage all incoming and outgoing communications through PATCHS to streamline processes, speed up resolutions, make things easier for the patients, and standardise new working methods. However, for incoming non-digital requests (telephone/in-person), the reception team will fill out the PATCHS request form on behalf of the patients. Then, this request is managed and dealt with in the same way with appropriate follow-ups. For outgoing communications, messages can be sent via text to patients using the PATCHS SMS functionality in the usual way, and a record of this communication is saved directly to the patient's record as normal. If the patient doesn't have a smartphone or access to text messages, then the process of sending letters remains unchanged.

7. When questionnaires are sent to an individual patient, does this translate into their preferred language?

Yes. The patient can convert the questionnaire into their preferred language.

8. Does PATCHS meet WCAG 2.1 AA requirements?

Yes.

For more information, please see our website:

www.glenroydmedical.nhs.uk/patches-online-consultation-service/