

## How to use Patches

We know that online tools, apps, and systems don't work for everyone. But if you like to do things this way, Patches can be a convenient way to contact your GP.



### What is Patches?

Patches helps you contact your GP practice by completing a form on the internet. For many it's quicker and more convenient than using a telephone.

Just answer a few simple questions and Patches will get you the help you need quickly.



### How does Patches work?

#### 1. Click on the link to Patches on your GP practice website

It might look like this.



[Click here to contact your GP online](#)

Answer a few simple questions and PATCHS will get you help quickly.

Health advice, fit notes, and more...

#### 2. Register for a Patches account or use NHS Login

<https://www.nhs.uk/nhs-services/online-services/nhs-login/>

Follow the steps to create an account. You'll need your email address to do this and will also need to create a password.

#### 3. Login to Patches.

Once you've created your account, you can use Patches by clicking the link on your GP website or using the app on your smartphone. Login with your email address and password.

**4. Put your request to your GP Practice.** You'll see a few options. Choose if you want help for a new health problem or an ongoing health problem. Answer a few simple questions to help your GP understand how they can help.

Your answers will be sent to your GP, who will respond as quickly as possible. They may reply by email, message, or phone call. They will schedule a video or face-to-face consultation with you if necessary.

If you struggle there are Help Pages on the Patches website here <https://help.patches.ai/hc/en-gb>.

## Benefits for you

- 1. Easier to contact your GP practice.** Get help from your GP practice without having to wait in a telephone queue to speak to a receptionist.
- 2. Quicker response.** You will usually get a response from a GP more quickly than waiting for an appointment.
- 3. More convenient.** Speak to a GP, get health advice, fit notes, medication, video consultations and more, without leaving your house.
- 4. Easy to use.** You only need to answer a few questions to get help from your GP practice.
- 5. Explain your problem more fully and without time pressure.** Take time to write about your problem. Review and edit your answers before sending them to your GP practice. Keep a written record to refer back to in future.
- 6. Benefits for vulnerable patients.** Carers can use Patches on behalf of patients who can't use Patches for themselves.

## Benefits for your GP practice

- 1. A quicker way of working.** Your GP practice can see at a glance what help you need because it's written down.
- 2. Fewer phone calls.** When you use Patches it means you don't need to use the telephone to call your GP practice. This can free up GP practice staff to answer the phone to others or do other work.

## Benefits for other patients

- 1. Patients who need urgent help get it sooner.** Your GP practice can see at a glance what help you need because it's written down. This means they can quickly work out which patients with medical emergencies need help first.
- 2. Patients who need to telephone the practice can get through more easily.** When you use Patches it means you free up the phone line for patients that can't use Patches, for example those with disabilities or those who are digitally excluded for any number of reasons.

## If you need support, contact us

Telephone 01924 787379 or 07885 913396, email [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk).

You can also contact us through our website [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk).

Our office hours are between 9.00 am and 5.00 pm, Monday to Friday.

