

New Bank Health Centre: Patches Health

From 1 October, we will be using an online system called Patches Health to manage requests such as appointments, sick notes, test results and administrative queries.

Patches Health is an online form that asks you a few questions about your request. A GP then reviews the request and decides the best next step, based on how urgent your need is. This helps us make sure you get the right care, at the right time, from the right person. The new system is designed to reduce wait times on the phone or in the practice by making it easier to submit requests.

You can complete the Patches Health online form yourself. If you need support, a member of the practice team will help you. All requests made via the form, in person or via phone will go through Patches Health.

How your request will be processed

The Patches Health system asks patients to provide information about their request. Once the request has been submitted, a GP will review the request and decide:

- if an appointment is needed and when;
- the most appropriate clinician to see;
- whether advice or referral to another service is more suitable.

You will then be contacted within 48 hours.

To help us ensure you receive the right care, at the right time by the right professional, please complete the online form with as much detail as possible. If you are unable to complete the form online, you can call or visit the practice in person and a member of our reception team will support you.

How to request an appointment

There are three ways you can request an appointment:

- online via the NHS app;
- the appointments page on our website;
- phoning the practice.

All requests, whether online, via phone or in person, will all go through Patches Health.

Form opening times

The form is accessible during our practice opening hours. We will monitor the form based on demand and capacity to ensure we are operating at safe levels.

- For urgent medical issues outside of these hours, please call the practice or NHS [111](#).
- Administrative queries, for example, fit notes, repeat prescriptions and test results, can be submitted 24/7.

Why is this change beneficial?

We know that change can be difficult sometimes, however, we are confident that the new system will bring many benefits to our patients.

- This system has been shown to reduce waiting times and enable medical needs to be addressed more promptly.
- Patients will be seen by the right clinician at the right time.
- Improved communication and assurance that you will see the most appropriate professional for your needs.
- Less frustration with phone queues, as fewer patients will need to call at 8am to book an appointment.

Thank you in advance for your support during this transition. Once the new system is in place we will ask for your feedback. If you have any questions or concerns, please speak with a member of the practice team, who is available to support you.

Frequently asked questions

Why has the appointment system changed?

Patient feedback has shown that the current appointment system does not fully meet everyone's needs. Also, as part of a national NHS project, all GP practices must introduce a new online system. The new system ensures that appointments go to those who need them most and makes access fairer and more efficient for all patients.

What is the purpose of the online request system, Patchs Health?

The main aims include:

- enhancing the quality of patient care;
- improving access to our services;
- ensuring patients get the most appropriate appointment or advice for their needs;
- communicating with patients promptly.

What if I have trouble using the new system?

Support is available to help you with the transition.

- If you struggle with online forms, a receptionist can assist by completing it on your behalf when you call or visit the practice.
- There will be training sessions for those who would like extra guidance.
- If you cannot use online services, please let us know and we will discuss alternative options.

What else can I do online?

In addition to submitting a request for an appointment, you can:

- request repeat prescriptions;
- check test results;
- submit administrative queries, for example, referrals and fit notes;
- access self-care advice for minor conditions.

Do I have to share personal information with a receptionist if I call or visit?

Providing relevant information helps ensure your request is managed correctly. However, we understand that some concerns may be sensitive.

- You can request to speak privately with a receptionist.
- All receptionists are fully trained, have signed confidentiality agreements and follow data protection policies.
- Their role is to ensure you receive the right care at the right time.

Will I always see a GP?

Not every health issue requires a GP. The clinical team includes a mix of skilled professionals, such as advanced clinical practitioners. A GP will review every request and ensure you see the best-suited clinician for your condition.

What happens if the system is full?

There may be times when demand is higher than capacity and the system will temporarily close.

- If your issue is urgent, please call the practice for assistance.
- If the practice is closed, please NHS 111 is available for medical advice.
- For life-threatening emergencies, please call 999 immediately.

Why does the form ask so many questions?

The questions are carefully designed to gather the right information so clinicians can make safe and efficient decisions about your care.

- They help prioritise requests based on medical needs.
- They ensure the GP or clinician has the full picture before reviewing your case.
- Completing the form properly reduces delays and ensures you get the care you need sooner.

The average online consultation form will take less than five minutes to complete.