

GP Digital Front Door - Patchs

Cross-organisational Bookings and Referrals

Supporting Primary Care Networks and the shift towards neighbourhood working, practices can route requests and bookings across organisational boundaries, helping PCNs and hubs operate as one connected team.

Cross-organisational booking and referrals lets patients be directed straight to available capacity and appropriate location, wherever it sits, and allows the request itself move between practices removing the need for manual re-keying or calls. This opens the door to a centralised back office, a shared triage and admin function that can serve the whole PCN or neighbourhood. Together these capabilities reduce friction for patients and administration teams, and give PCNs and hubs the tools to match the reality of modern primary care, delivered across multiple sites.

Efficient working across the neighbourhood

Giving PCNs and hubs a shared way to move patients and requests to wherever capacity sits, without practices having to negotiate this manually, practice by practice.

Cross-organisational self-booking

PCNs can send booking invitations directing patients straight to appointment slots at other practices within the network. Supporting hub and PCN working models, where a patient may need to be seen at a different practice from the one they are registered with, for example a shared long-term condition clinic (such as a respiratory service or insulin initiation) or an extended access hub.

Cross-organisational referrals

Patchs requests can be moved between practices, supporting capacity management and demand distribution across a PCN or hub. This enables neighbourhood working and removes the admin burden of arranging inter-practice referrals by phone or email.

Key Capabilities:

- Cross-practice self booking
- Cross-practice Referral routing
- PCN and hub-wide slot visibility
- Capacity and demand balancing
- Centralised back-office triage
- Hub-level campaign booking
- Efficient inter-practice workflow
- Reduced administration burden
- Organisational boundry flexibility

Capacity & demand management

Where one practice is fully booked for a service and another has spare capacity, patients and requests can be routed there directly, supporting genuine capacity-matching across the network rather than ad hoc arrangements between individual practices.

Single point of access

A neighbourhood triage hub can receive a request once and distribute it to whichever practice or service is best placed to respond, supporting demand and capacity management as a network rather than as separate practice queues.

A centralised back office for the neighbourhood

Back office resilience

Cross-organisational routing allows administrative resource to be pooled across the group or neighbourhood, so teams can share the load rather than each practice carrying its own risk alone. When one practice faces staff shortages or a spike in demand, others can step in to keep triage and requests moving, strengthening resilience and supporting more efficient staffing across the PCN.

Freeing up clinical administrative space

A centralised administrative team no longer needs to sit within every practice. By moving document processing and triage into a shared, non-clinical setting, practices can release valuable clinical estate for patient-facing use instead of back-office functions.

Hub-level campaigns, practice-level booking

Seasonal programmes such as flu and COVID vaccination campaigns can be driven centrally at hub or PCN level, with invitations sent out to all eligible patients across the network, who then self-book into an appropriate slot at their own practice or wherever capacity allows. This gives PCNs a way to run coordinated, large-scale outreach once, rather than each practice managing its own campaign separately.

Improved collaboration across the PCN

A shared way of moving bookings and referrals creates a more connected, responsive network of practices, supporting smoother patient journeys across different sites and services.

Supporting demand distribution

Cross-organisational booking and referrals give PCNs and hubs visibility of demand and capacity across the network, not just within a single practice. This supports better-informed decisions about where patients are seen, and helps prevent individual practices from becoming overwhelmed while capacity sits unused elsewhere in the network.

Reducing administrative burden

Requests that once needed a phone call, an email, or manual re-keying to move between practices can now be routed directly within Patchs. This removes duplicate data entry and the delay of arranging inter-practice handovers manually, freeing up receptionists and care navigators to focus on patients rather than logistics.

Built for neighbourhood working

These capabilities give PCNs and hubs the digital infrastructure to operate as one connected team with a shared front door for bookings and demand, supporting the NHS's move towards care organised around neighbourhoods, without requiring practices to merge clinical systems or give up their own identity.

Secure, governed data sharing

Keeping information sharing consistent and auditable as it crosses organisational boundaries.

Reduced administrative duplication

Removing manual re-keying, reducing the risk of transcription errors, freeing administrative time.

Improved collaboration across the PCN

Creating a more connected, responsive network of practices, supporting smoother patient journeys.

Get in touch

Want to find out more?

Contact one of our team members today!

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