

Online GP Consultation, Patches

How Patches can help deliver the future of General Practice

Patches is a next-generation online consultation system built on 3 principles.



Efficiency

A range of tools to improve clinical decisions, speed up care navigation, and ease your workload



Inclusivity

Equalise access to healthcare across your entire patient community



Safety

Ensuring patient safety through effective, Artificial Intelligence (AI) supported triage

oneAdvanced

patches
health

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CA



Efficiency

Patchs provides a range of tools to improve clinical decisions, speed up care navigation, and ease staff workload. It helps GP practices to:

Communicate easily with patients

Patchs has a comprehensive and easy-to-use interface that places communication between patients and practices at its core. Gather information about incoming patient requests at first point of contact, send secure messages to your patients via SMS, email and NHS App, and keep patients informed at every step of the way.

Manage incoming demand

Safely balance patient demand with your practice's capacity with Patchs' Demand Limiter. Limit and spread the number of incoming patient requests on any given day, adjust limits in real time, and gain fully granular control over how many patient requests are incoming i) at any given time, ii) on any given day, iii) to any given staff member, and iv) according to the nature of the patient's complaint.

Analyse how Patchs is being used

Access detailed insights into how Patchs is being used at your practice. The analytics dashboard provides you with downloadable request, patient and feedback statistics, all in one place.

Signpost patients to local services and encourage self-care

Reduce pressure on the practice by encouraging self-care with NHS advice links and the ability to manage long-term conditions (via Patchs My Health). Patchs can also direct them to local services such as the pharmacy and Talking Therapies.

Integrate your workflows...

Patchs makes your life easier through seamless integration with your existing clinical systems - whether that means EMIS, SystmOne, PDS or PFS. Register patients automatically, save details to their record in one-click, and take advantage of Single Sign-on, automatic SNOMED coding, and the Patchs toolbar.

...and automate them...

Safely incorporate AI into your workflows to reduce patient waiting times safely.

Increase staff wellbeing and retention

With workloads reduced and staff collaboration optimised, GPs and reception staff alike report feeling happier and less stressed, supporting wellbeing and retention, meaning that your patients receive the continuity and quality of care they deserve.

Key Patchs messaging features

- **Easy two-way messaging:** via email, SMS, and NHS App
- **'Free text' responses:** patients submit requests using their own words, not via inflexible multiple-choice questionnaires, making them more likely to use Patchs again
- **Individual and bulk messaging:** save time by sending messages to a cohort of patients at the same time
- **Message scheduling:** send messages at a time of your choosing
- **Message templates:** use pre-set and customisable templates to contact patients in one-click
- **Appointment self-booking:** invite individual patients or groups of patients to book into specific clinic slot at your practice up to 6 weeks in advance
- **Video consultation:** invite patients to join video appointments
- **Clinical documents:** attach and send files/images securely from the clinical system
- **Clinical questionnaires:** access a growing list of clinical questionnaires, covering both acute and chronic conditions - or build your own, complete with scores and SNOMED codes
- **NHS help links and videos:** send links and videos from nhs.uk to provide advice and promote self-care

Inclusivity

Equalise access to healthcare across your entire patient community

Telephone Assistant

Not everyone is able to use online consultation systems. Patches Telephone Assistant provides a revolutionary solution.

The Telephone Assistant is able to transcribe voice calls into normal online requests, meaning that all your patients, regardless of technological literacy, are provided with the same opportunity to contact you.

And, because the Telephone Assistant can process incoming calls in parallel, call waiting times at your practice are drastically reduced – if not entirely eliminated.

End the 8am rush with Patches Telephone Assistant

We understand the enormous pressure that the 8am rush puts on staff and the frustration felt by patients. To overcome this, we have introduced the Patches Telephone Assistant (TA). Patients can now call the practice using the TA and submit their request with zero wait times. The request is then processed in the same way as a standard online consultation through Patches. This can dramatically reduce the number of calls to reception, reducing the pressure on staff and enabling urgent calls to get through more easily.

**Coming soon*

Language Translation

Your patient demographic includes those for whom English is not a first language. With Patches, these patients can contact you in any of the 30 most-widely spoken non-English languages in the UK, providing you with an audit trail and your patients with data privacy.

Patches Kiosk

We know how chaotic it can be when patient requests are incoming through multiple channels. With the Patches Kiosk, patients who walk-in to your practice will be able to create a request via Patches, just as if they were doing so online. Combined with the Telephone Assistant, this means that all requests to your practice will be funnelled through a single, easy-to-manage system.*

The screenshot shows a chatbot interface with a 'Change language' dropdown menu at the top. Below it, a blue box contains the text: 'I have a new health problem - something I haven't contacted my GP practice about before'. A purple box follows with the prompt: '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?'. A text input field contains the message: 'I have a sore lower back. I lifted a heavy box and felt a sharp pain at the base of my spine.' Below the input field, it says '6 remaining. Reply to see next one.' At the bottom right, there is a '93/1000' counter and a blue 'Submit' button.

The Patches chatbot allows patients to describe their symptoms in their own words and send them to their GP who can respond appropriately

Safety

Ensuring patient safety through effective, Artificial Intelligence (AI) supported triage

Helping you achieve effective triage

Conduct triage and respond to incoming patient requests with the help of AI - and avoid missing urgent and emergency requests.

GP practices face competing demands: on the one hand, to be ever-responsive to on the day demand; on the other, to provide care to those managing routine and long-term health conditions. How can both be safely achieved?

By integrating Patches unique AI capabilities into your workflows.

Patches AI is an award-winning, UKCA marked, Class I Medical device registered with the MHRA. It combines:

- **Urgency AI:** to flag urgent and emergency requests, so that you can spot and deal with them first
- **Assign AI:** to automatically assign cases to the most appropriate members of staff
- **Face-to-Face AI:** to highlight those patients who may require an in-person appointment, so that you can get them booked in immediately
- **Topic AI:** to identify the topic of requests and automatically ask patients appropriate questions upfront so that you have as full a picture as possible by the time the request lands in your inbox
- **Signpost AI:** to provide self-help advice and direct patients to other services (e.g. pharmacies and Talking Therapies etc.) where appropriate

Naturally, it's not about leaving clinical decisions up to AI. Rather, it's about establishing a baseline level of safety. When workflows are supported by AI, triage processes are made faster and safer, freeing up time for you to provide proactive care to other members of your patient community.

Demand Management

Patches supports you in providing a safe service by preventing you from becoming overwhelmed by patient requests. You can easily match patient demand with your supply of appointments by setting limits on the number of patient requests by type (clinical/admin), on an hourly and daily basis. You can even limit it for specific members of staff for when they are on leave or unwell.

OneAdvanced

Deliver focused solutions that are utilised by many elements of the NHS. This includes over 50% GP Practices and 80% of the NHS 111 service. The expertise and experience of our clinical team ensures that all our solutions are clinically safe and designed with clinicians and GP practice staff in mind.

Patches Health

Patches Health is a leading digital healthcare company on a mission to make the delivery of healthcare simpler, safer and more efficient. Its AI-enhanced, NHS-approved online consultation system, Patches, optimises triage and workflows for practice staff, bridges the gap between practices and patients, and makes access to healthcare easier for all.

Maximum number of requests patients can submit throughout day [Help](#)

Changes to request limits will become active once you click the Submit button at the bottom of the page

	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	
Monday																							
Clinical										20						20						0	10
Non-Clinical										20						20							10
Tuesday																							
Clinical										50						50						30	30
Non-Clinical										50						50						30	30
Wednesday																							
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Thursday																							
Clinical										20						20						10	10
Non-Clinical										20						20						10	10
Friday																							
Clinical										20						20						10	10
Non-Clinical										20						20						10	10
Saturday																							
Clinical										10												5	5
Non-Clinical										10												5	5
Sunday																							
Clinical																						Unlimited	5
Non-Clinical																						5	5

Demand control for limiting patient requests

Customer success stories

"Patches is a very important tool that can help bridge the gap around health inequalities because of its language translation. Patients can communicate in their own language and clinicians can reply back to them in their language. This saves time for people calling on the phones and is all documented on the system and helps with clinical accuracy as well."

Dr Safina Haque, GP, Kensington Partnership

"Patches allows us to limit the number of clinical and non-clinical requests we receive at the click of a button. This has helped us to avoid practices becoming overwhelmed by inbound requests and we have improved patient experience by making it quicker and easier for them to access GP services."

Dr Alexander Jayaratnam, GP Partner and Digital Lead for Medicus Health Partners, London

"The Patches Telephone Assistant (TA) solution was introduced to meet the new Total Digital Triage (TDT) model of care recommended by NHS England. With an aging population and low digital literacy, introducing online consultations on their own would have added another 'lane on the motorway' and increased the workload. This is where Patches TA came in. Having voice recognition technology means our vulnerable elderly and digital illiterate patients are catered for better and get appointments much easier."

Dr Stephan Claridge, GP Lingwell Croft Surgery and Clinical Director Middleton and Hunslet PCN



1100
GP practices

10m
patients supported

Available via NHS
Framework or G-Cloud



Patches Health

Reviews 753 • Excellent

★★★★★ 4.6 ⓘ

Get in touch

Want to find out more?

Contact one of our team members today!

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