



EASTHAM GROUP PRACTICE

47 BRIDLE ROAD, BROMBOROUGH, CH62 6EE



Providing NHS services

ACCESS PATCHS: [HTTPS://PATCHS.AI/PRACTICE/N85005](https://patches.ai/practice/N85005)

September 2024

patches

Eastham Group Practice would like to extend a heartfelt thank you to all patients who have registered with Patches. Your support is making a real difference by helping to free up our phone lines, allowing us to better serve our elderly and vulnerable patients.

We are proud to announce that 91% of our patients are now registered with Patches! Our data highlights that 70% of our patients submit their Patches independently, 17% are submitted by a parent or carer, and 13% of our patients receive support from our Reception Team in submitting their Patches.

Benefits of using Patches

- Opens from 7:30am
- Clinical triage by doctor
- Avoid telephone queues and waiting rooms
- You can ask for a sick note or medical advice
- When communicating with you, we will reply to your Patches, and you will also receive a text message. So, please keep an eye out for our reply!

Useful Tips

- If you present with a skin problem please submit photos
- Please only submit one patches per problem
- Include as much information as you can regarding your medical complaint
- Specify when you are available to take a call or attend an appointment

ADVANCED CLINICAL PRACTITIONERS

Advanced clinical practitioners (ACPs) are highly trained professionals with the knowledge and skills to take on wider roles caring for patients. ACPs are healthcare professionals, educated to Master's level or equivalent, with the skills and knowledge to allow them to expand their scope of practice to better meet the needs of the people they care for.

What do ACPs do?

ACPs can manage your care in partnership with you and your carers. They'll listen to your concerns and in partnership with you, make decisions on the next steps to make sure you get the care you need. They can prescribe some drugs, order tests, organise treatment and work out the best treatment plan with you.

Meet our Advanced Clinical Practitioners:



Tammy



Darren



Sophie

PHARMACY FIRST SERVICE

Once you have completed a Patches request detailing your symptoms the doctor may refer to our "Pharmacy First Service" if you meet the criteria below:

- Acute ear infection (1 to 17 years)
- Impetigo (1 year and over)
- Infected insect bites (1 year and over)
- Shingles (18 years and over)
- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Uncomplicated urinary tract infections (women 16-64 year)

