



An easy guide

TO SETTING UP

Patches

patches

What is patches?

Patches is an online consultation platform and the fastest way to contact your GP practice online to get :

- Health advice
- Request an appointment
- Ask any health questions you may have.

Setting up your new account

1. Enter the link or scan the qr code to go to the Eastham Group Practice log in page -

https://patchs.ai/N85005/logincontinue_with_patchs=true&redirect=/N85005/message



2. To set up and create a new account as a patient or carer click on the appropriate blue boxes to the bottom right of the screen

Eastham Group Practice

After you submit your request, you will receive an acknowledgement and be told what happens next (within one working day). Our team will triage your request. If your request appears more urgent than initially indicated, we may convert it to a telephone call or prompt you to attend in person.

For urgent problems such as chest pain, stroke symptoms, or sudden breathlessness, please use one of these routes:

- Call NHS 111
- Visit www.111.nhs.uk
- In an emergency, call 999
- If in doubt, please call 01513271391

Eastham Group Practice is currently unavailable for health problems on Patchs.

We're currently unable to safely process urgent medical requests online. If your issue is urgent, please speak to reception who can submit it for you. For non-urgent appointments (like smears, vaccines or reviews) you can use Patchs via the **admin query** route, available Monday to Friday with no limit. [Help](#)

Log in to Eastham Group Practice

Email Address

Password

[Log in](#)

[I've forgotten my password](#)

If you don't have a Patchs account with this practice

Patchs is only available to registered patients. If you are not yet registered at Eastham Group Practice, please contact them first before using Patchs.

[Create an account as a patient](#)

[Create an account as a carer only](#)

[Request another verification link email](#)

3. Click accept and continue at the bottom of the screen

Create an account to contact your GP online

Patchs is a service provided by your GP practice to help them care for their patients. [Read more about Patchs](#)

Patchs Health is the trading name of Spectra Analytics Limited company number 0908893. Patchs Health processes your data under our legitimate interest for quality and assurance purposes, for the benefit of patients and GP practices.

We anonymise data we collect. "Anonymised" means you cannot be identified. Information such as name, address, and date of birth are removed. Anonymised data may include information such as your age, sex, ethnicity, and medical information. This may be shared with researchers (such as the University of Manchester) and external GPs evaluating the software's safety and effectiveness. Anonymised data will be retained for 5 years after it has finished being used. At any time, you can stop sharing your anonymised data with researchers on the "Data Privacy" page in the top menu after creating an account and logging in.

To see a list of research studies approved by the NHS to use anonymised Patchs data please visit [NHS-Approved Research Projects using Anonymised Patchs Data](#)

For further information on how we process data and our compliance with data protection law please visit our [privacy policy](#)

It is important that you read and understand the terms and conditions in the [End User License Agreement](#) before continuing. By pressing the "Accept and continue" button below you confirm you are 18 years or older and have read, understood, and accept the terms and conditions in the [End User License Agreement](#).

[Accept and continue](#)



4. Complete the online form on your screen

Eastham Group Practice

Create an account to contact your GP online

Personal Details

[Why are we asking for this information?](#)

First name*

Middle name

Last name*

Date of Birth

Day*

Select:

Month*

Select:

Year*

Select:

Sex assigned at birth*

☐ Female

☐ Male

☐ Prefer not to say

[Why only these options?](#)

Ethnicity*

Select:

Contact Details

[Why are we asking for this information?](#)

Email address*

Confirm email address*

Mobile phone*

If you don't have a UK mobile number, please enter your phone number in the 'Other phone' field below

Other phone*

The other phone field is required

Street address*

Town*

Postcode*

If you don't have a mobile phone number enter your home phone number in the other phone section

Password

Password*

Confirm password

- The password must:
- Be at least 12 characters long
 - Include at least one lowercase letter
 - Include at least one uppercase letter
 - Include at least one number

- ☐ I confirm that the personal details given in this form are true, complete and accurate*
- ☐ I confirm that I am or the person I am using this service for is a patient registered at Eastham Group Practice*

Click the 2 boxes to confirm your personal data is correct and you or the person who is using PATCHS is a patient at Eastham Group Practice and then click create an account

Create an account



FURTHER HELP AND SUPPORT

A guide to patches

<https://easthamgrouppractice.co.uk/a-guide-to-patches/>



Introduction to patches.ai

<https://help.patches.ai/hc/en-gb/articles/4411218478871-Introduction-to-Patches-AI>



EASTHAM GROUP PRACTICE