



An easy guide

TO USE 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.

LOGGING INTO YOUR ACCOUNT

1. Visit Eastham group practice website or scan this QR code

<https://easthamgrouppractice.co.uk>



Eastham Group Practice

After you submit your request, you will receive an acknowledgement and be told what happens next (within one working day). 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

Log in to Eastham Group Practice

Email Address

Password

Log in

[I've forgotten my password](#)

2. Enter your log in details , using your email and password then click log in

3. How patches work



Using patches - selecting what you want to do

Welcome to Patches at Eastham Group Practice

Choose language [Help](#)

English

Eastham Group Practice is currently unavailable for health problems on patches
They will be next available **today at 12.45pm** [Help](#)
Patches is currently closed for clinical requests (appointments for new or ongoing health problems) however we are open for
Non-clinical/Admin requests

We respond as soon as possible during our opening hours: **Monday - Friday, 8am-6.30pm.**

If you need help outside these hours please call 111 or go to <https://111.nhs.uk>

DO NOT USE PATCHS FOR MEDICAL EMERGENCIES - [What is an emergency?](#)
For medical emergencies please call 999 or go to your [local A&E](#) immediately.

[Get self-help advice from the NHS.](#)

I would like to make a request for...

Myself

Someone I care for

I would like to book an appointment in the future

Book an appointment

[Back to My Requests and Messages](#)

If the yellow banner shows, this means PATCHS has no more clinical request availability at this present time however it will show the next time that clinical requests are available.

Click on the appropriate blue button.

Select Myself if it is for you.
Select Someone I care for if you wish to put in a request on behalf of a child or adult that you care for. If you are making requests on behalf of someone over the age of 13 years, consent from the patient be on their record. Consent forms are available from reception or EGP website.

Click on the Book an appointment to make a future appointment

Welcome to Patchs at Eastham Group Practice

How can we help you?

Choose language [Help](#)

English

I have a...

New health problem

Something I haven't contacted my GP practice about before

Ongoing health problem

Something my GP practice already knows about

Admin request

A form to fill out (e.g. a 'sick' or 'fit' note) or letter to write

Other

Something that doesn't fall into other categories

- Click on the appropriate blue section.
- If the section is in grey, then clinical requests are not available at this present time.
- Please DO NOT put a request in to see a clinician through the Admin or medication section. These will NOT be actioned.

Do you have **any** of the following symptoms? [Help](#)

Signs of a heart attack: chest pain, pressure, heaviness, tightness or squeezing across the chest

Signs of a stroke: face dropping on one side, cannot hold both arms up, difficulty speaking, weakness / numbness on one side of your body

Sudden confusion (delirium): cannot be sure of own name or age

Suicide attempt: by taking something or self-harming

Severe difficulty breathing: not being able to get words out, choking or gasping

Choking: on liquids or solids right now

Heavy bleeding: spraying, pouring or enough to make a puddle

Severe injuries: after a serious accident or assault

Seizure (fit): shaking or jerking because of a fit, or unconscious and cannot be woken up

Sudden, rapid swelling: of the lips, mouth, throat or tongue

Yes

No, continue

Please answer as appropriate yes to any of the questions could determine the urgency of treatment.

If your contact details have changed, ensure that you amend them, otherwise we will not be able to contact you.



2.Making a NEW HEALTH PROBLM REQUEST

Make a request

Choose language [Help](#)

English

New health problem

Something I haven't contacted my GP practice about before

What are your symptoms?

Enter your message. Please enter at least 5 characters. **Required***

Type your reply here...

10 messages remaining

Cancel

[Privacy](#) • [End User License Agreement](#)

Next

Cancel

I have a...

New health problem

Something I haven't contacted my GP practice about before

Ongoing health problem

Something my GP practice already knows about

Admin request

A form to fill out (e.g. a 'sick' or 'fit' note) or letter to write

Other

Something that doesn't fall into other categories

Please note for any ongoing health problems on the previous step click the blue tab below the new health problem tab

2. Making a NEW ADMIN REQUEST

Make a request

Choose language [Help](#)

English

Admin request

A form to fill out (e.g. a 'sick' or 'fit' note) or letter to write

How can we help you?

Enter your message. Please enter at least 5 characters. **Required***

Type your reply here...

4 messages remaining

Cancel

[Privacy](#) • [End User License Agreement](#)

Next

If there are times that you cannot take a call or attend the surgery, please ensure you put this in the relevant section.

Making a NEW ADMIN REQUEST
An example of the screen when you commence your query for a New Admin request.
1.Please ensure you complete each question
2. Once you have answered click next;
3. Add any attachments you would like to share.
If there are times that you cannot take a call or attend the surgery, please ensure you put this in the relevant section.

3.Final CONFIRMATION

Once your request has been received and processed you will receive either an SMS / Email or Telephone whichever is deemed appropriate by the triaging clinician or reception team.

IT IS IMPORTANT THAT YOU KEEP CHECKING ON YOUR MOBILE OR EMAIL FOR YOUR REPLY OR YOU COULD MISS YOUR ALLOCATED APPOINTMENT.



Thank you for contacting Eastham Group Practice Your request has been received

Leasowe Medical Centre will respond as soon as possible during their opening hours **Monday – Friday, 8.00am – 6.30pm**
They will respond either by

Secure message - please keep an eye on your messages page and email inbox (including junk folder).

Phone - please keep your phone nearby. They may call from a withheld number.

The contact details they have for you are:

Update your contact details if they are incorrect.

Please call Eastham Group Practice at 01513271391

You have not heard from them in 72 working hours, or

Your symptoms change.

If you need help outside Leasowe Medical Centre opening [hours](#) please call 111 or go to <https://111.nhs.uk>

Finish

[Back to My Requests and Messages](#)

FINAL REMINDERS



EASTHAM GROUP PRACTICE

When filling in your request; it is very important to complete the 'UNAVAILABILITY' question at the end. The Senior Clinician triages your request based on the answers you put on your request including the 'UNAVAILABILITY' information provided. Please also remember that appointments can be triaged for the same day, the next working day or up to 2 working days from the date of request.

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>



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health
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