

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.

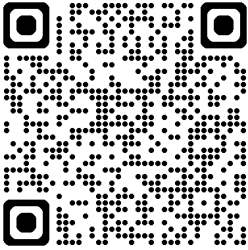
Patches - Logging in to your account

1

Visit the Leasowe Medical Practise website or scan the QR code

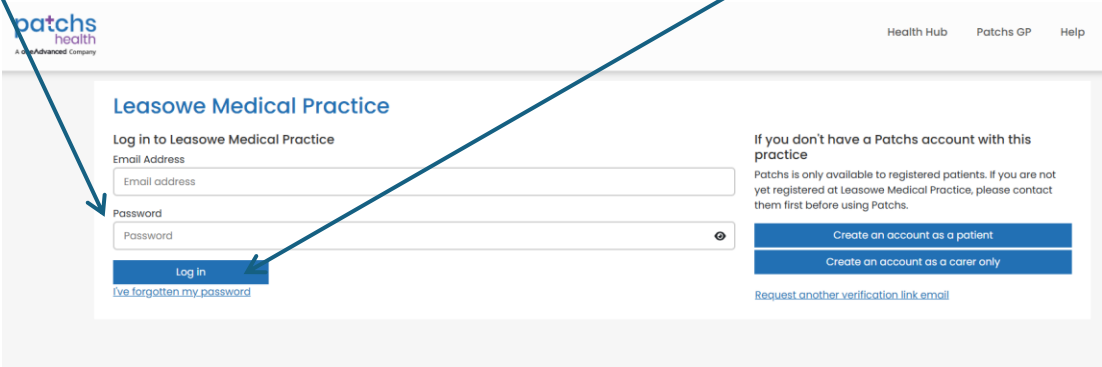
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<https://leasowemedicalpractice.co.uk>

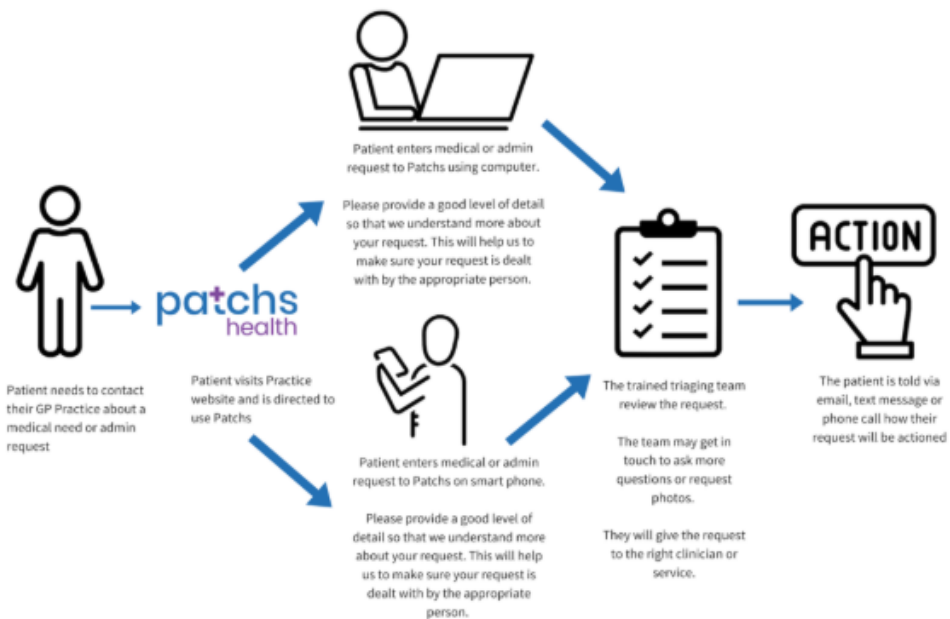


2

Enter your email address and password and click on Log in



3 How does Patches work



Using Patchs - Selecting what you want to do

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 LMC website.

Click on the Book an appointment to make a future appointment

PATIENT GUIDE FOR USE OF PATCHS
Welcome to Patchs at Leasowe Medical Practise
How can we help you?
Choose language [Help](#)
English

Leasowe Medical Practise is currently unavailable for health problems on patches
They will be next available **today at 12.45pm** **Help**
Patchs 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](#)

- 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.

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

Medication request
Including repeats and one-offs

Other
Something that doesn't fall into the above categories

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.

Do you have **any** of the following symptoms?

Crushing chest pain or tightness

Face drooping on one side, unable to hold up both arms, difficulty speaking, or weakness / numbness on one side of your body

Severe difficulty breathing

Heavy bleeding that won't stop

Severe injuries

Yes

No

Patches - Making new requests examples

Making a **NEW HEALTH PROBLEM REQUEST**

An example of the screen when you commence your query for a **New Health Problem 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.

Make a request

The screenshot shows the 'Make a request' form for a new health problem request. At the top, it displays patient information: Name: Percy Pig | DOB: 20/06/2000 | Gender: Male | NHS Number: 357 b... 1089. Below this, there are three sections: 'I have a new health problem - something I haven't contacted my GP practice about before' (blue background), 'What are your symptoms?' (purple background), and 'Enter your message' (light blue background). The 'Enter your message' section has a text input field with the placeholder 'Type your reply here...' and a character count '0/1000'. There is an 'Add attachment' button and a 'Next' button. At the bottom, there is a link 'Cancel and start a new request'.

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

The screenshot shows the 'Welcome to PATCHS at Longfield Medical Centre' screen. It asks 'How can we help you?' and lists several options: 'I have a...', 'New health problem', 'Ongoing health problem', 'Admin request', 'Medication request', and 'Other'. The 'New health problem' option is highlighted in blue. Below the list, there is a 'Back to start' link.

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.

The screenshot shows the 'Make a request' form for a new admin request. At the top, it displays the title 'Make a request'. Below this, there are three sections: 'I have an admin request - a form to fill out (e.g. a 'sick' or 'fit' note) or letter to write' (blue background), 'How can we help you?' (purple background), and 'Enter your message' (light blue background). The 'Enter your message' section has a text input field with the placeholder 'Type your reply here...' and a character count '0/1000'. There is an 'Add attachment' button and a 'Next' button. At the bottom, there is a link 'Cancel and start a new request'.

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

Final confirmation

1. Click Finish to finish your request

The screenshot shows the final confirmation screen. It starts with a blue header 'Thank you for contacting Leasowe Medical Practise Your request has been received'. Below this, it says 'Leasowe Medical Practise will respond as soon as possible during their opening hours Monday – Friday, 8.00am – 6.30pm. They will respond either by:'. There are two bullet points: 'Secure message - please keep an eye on your messages page and email inbox (including junk folder).', and 'Phone - please keep your phone nearby. They may call from a withheld number.'. Below this, it says 'The contact details they have for you are:'. There is a link 'Update your contact details if they are incorrect.'. Below this, it says 'Please call Leasowe Medical Practise on 0151 630 0354'. There are two bullet points: 'You have not heard from them in 72 working hours, or', and 'Your symptoms change.'. Below this, it says 'If you need help outside Leasowe Medical Centre opening hours please call 111 or go to https://111.nhs.uk'. At the bottom, there is a blue button 'Finish' and a link 'Back to My Requests and Messages'.

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.

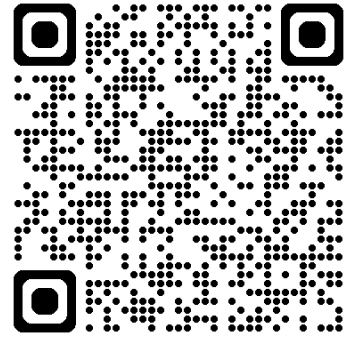
IMPORTANT REMINDER

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://leasowemedicalpractice.co.uk/a-guide-to-patches/>



Leasowe Medical Practice website

<https://leasowemedicalpractice.co.uk>

