

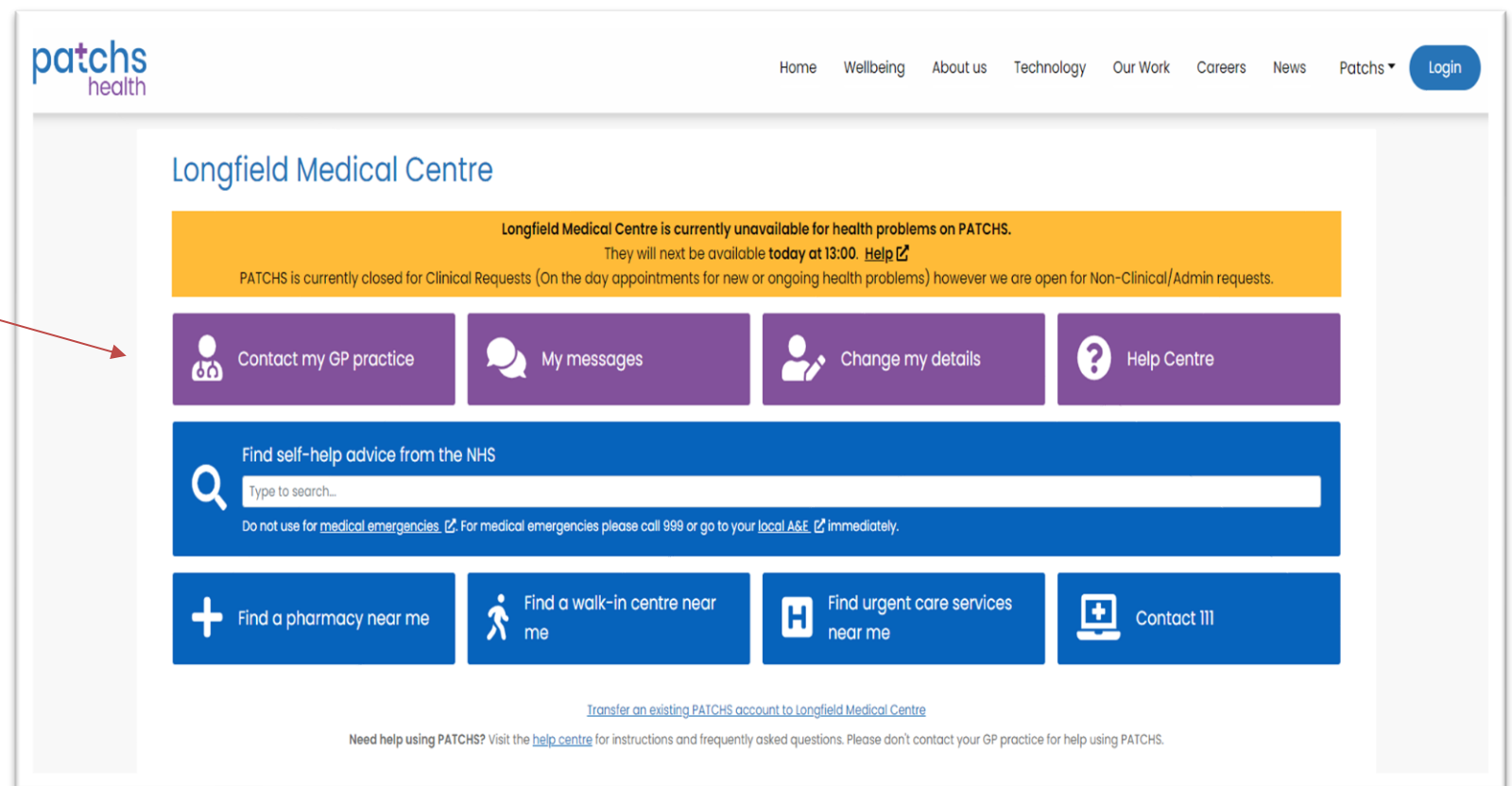
PATIENT GUIDE FOR USE OF PATCHS

To make a Patchs account please visit our website <https://www.longfieldmedicalcentre.nhs.uk/> click on the Patchs banner or type <https://patchs.ai/practice/longfieldmedicalcentre> into your browser and save as a favourite.

You will be required to register with an email address. Each individual will require their own email address, it is not possible to register with the same email for more than one person.

Register a new account click
Contact my GP Practice.

Alternatively, if you have an account click on the login button (top right)



PATIENT GUIDE FOR USE OF PATCHS

patchs
health

Home Wellbeing About us Technology Our Work Careers News Patchs Login

Welcome to PATCHS

NHS Continue to NHS login

Continue with PATCHS

If you are accessing PATCHS on behalf of someone you care for, please choose 'Continue with PATCHS'.
To access PATCHS via NHS Login you must consent to sharing your NHS number, name, date of birth, contact details, and GP practice with PATCHS to verify your identity.

If you already have the NHS App, select this option. You will not need to register a new account.

Continue with PATCHS if you wish to register an account.

Longfield Medical Centre

Please note this service is for ROUTINE/NON URGENT medical issues that do not need an immediate response.
For urgent enquires when the practice is closed contact NHS 111

Longfield Medical Centre is currently unavailable for health problems on PATCHS.
They will next be available today at 13:00. [Help](#)

PATCHS is currently closed for Clinical Requests (On the day appointments for new or ongoing health problems) however we are open for Non-Clinical/Admin requests.

Log in to Longfield Medical Centre

Email Address

Email address

The email address field is required

Password

Password

The password field is required

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 Longfield Medical Centre, 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](#)

There are 2 options.

Create an account for yourself or you can create an account for someone you care for i.e. child under 16 years or an adult.

If the patient is over 13yrs of age, consent from the patient be on their record for you to make requests on their behalf. Consent forms are available from reception or LMC website.

PATIENT GUIDE FOR USE OF PATCHS

Longfield Medical Centre

Create an account to contact your GP online

PATCHS is a service provided by your GP practice to help them care for their patients. PATCHS uses artificial intelligence (AI) to support your GP practice work quickly and safely.

[More about PATCHS](#)

To use this service you need to consent to your personal data being used for contact purposes.

We may share **anonymised** data from yourself and those you care for with The University of Manchester for research purposes, and with other GPs for monitoring purposes, to make sure PATCHS is safe and delivering its intended benefits. **'Anonymised' means you cannot be identified.** At any time, you can stop sharing your anonymised data with The University of Manchester for research purposes on the 'Data Privacy' page accessible via the top menu after creating an account and logging in. This will not affect your ability to continue to use PATCHS to access GP services.

Information on how your personal data will be processed and protected is set out in the [Patient End User Licence Agreement](#)

Please tick the appropriate boxes below to signify your consent:

- ☐ I confirm that I have read, understand and agree to the terms of the Patient End User Licence Agreement **(Required)**
- ☐ I confirm that I am 16 years of age or older **(Required)**

Continue

UK
CA

Tick the relevant
confirmation box
and then Continue

Once registered please follow the guide as below.

PATIENT GUIDE FOR USE OF PATCHS

Welcome to PATCHS

Please Login

Email Address

The email address field is required

Password

The password field is required

Log in

[I've forgotten my password](#)

[Request another verification link email](#)

To access PATCHS via NHS login, please use the PATCHS link on your GP practice website.

Please note PATCHS is only available at certain GP practices. If you are unsure whether your GP practice uses PATCHS, please check on their website or ask them.

Enter your log in details

i.e. email address and
password

Click log in

My Requests and Messages

Make a new request

Click on

Make a new request

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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.

Someone I care for – select 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.

Welcome to PATCHS at Longfield Medical Centre

How can we help you?

Longfield Medical Centre is currently unavailable for health problems on PATCHS.

They will next be available tomorrow at 08:00. [Help](#)

PATCHS is currently closed for Clinical Requests (On the day 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

[Back to My Requests and Messages](#)

PATIENT GUIDE FOR USE OF PATCHS

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 click on the appropriate 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.

Welcome to PATCHS at Longfield Medical Centre

How can we help you?

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

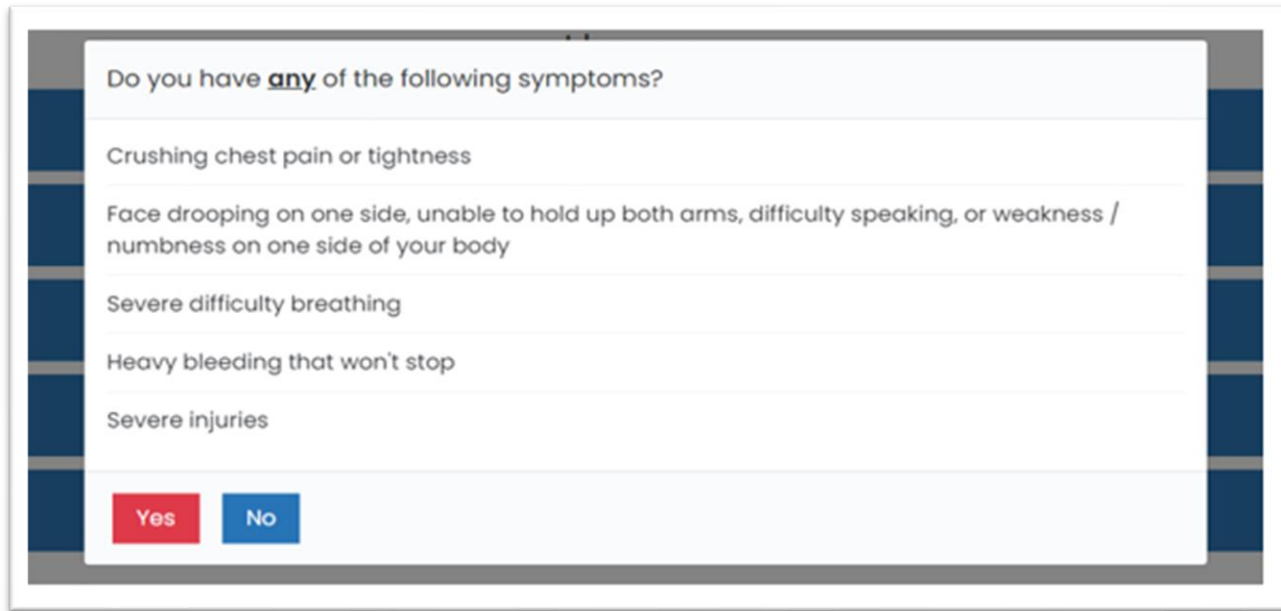
Medication request
Including repeats and one-offs

Other
Something that doesn't fall into the above categories

[Back to start](#)

[Back to My Requests and Messages](#)

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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**

Please answer as appropriate

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

When you select and start your request you have **30 minutes** to complete and submit.

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Make a request

The screenshot shows a web form for making a request. At the top, a dark blue header bar contains patient information: "Name: Percy Pig | DOB: 20/06/2000 | Gender: Male | NHS Number: 357 593 1089". Below this, a light blue bar contains the text "I have a new health problem - something I haven't contacted my GP practice about before". Underneath, a purple bar asks "What are your symptoms?". The main form area has a light grey background. It includes a text input field with the placeholder "Enter your message" and a blue "Add attachment" button. Below the input field is a larger text area with the placeholder "Type your reply here...". At the bottom of the form, it says "10 messages remaining. Reply to see next one." and shows a character count "0/1000" in red. A blue "Next" button is also present. A link at the bottom left says "Cancel and start a new request".

Name: Percy Pig | DOB: 20/06/2000 | Gender: Male | NHS Number: 357 593 1089

I have a new health problem - something I haven't contacted my GP practice about before

What are your symptoms?

Enter your message

Add attachment

Type your reply here...

10 messages remaining. Reply to see next one.

0/1000

Next

[Cancel and start a new request](#)

This is an example of the screen that will appear for you to commence your query for a **New Health Problem** request.

Please ensure you complete each question.

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

The screen for an Ongoing health problem is as above, however it will say I have an ongoing health problem on the light blue bar.

PATIENT GUIDE FOR USE OF PATCHS

make a request

I have an 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

Type your reply here...

4 messages remaining. Reply to see next one.

0/1000

Next

[Cancel and start a new request](#)

Add attachment

This is an example of the screen that will appear for you to commence your query for an **admin** request.

Please ensure you complete each question.

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

You will be asked to check our responses, please ensure everything is completed to the best of knowledge.

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Thank you for contacting Longfield Medical Centre, Percy Pig. Your request has been received.

Longfield Medical Centre will respond as soon as possible during their opening hours: **Monday - Friday, 8am-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 Longfield Medical Centre on: **01621876433** if:

- You have not heard from them in **72 working hours**, or
- Your **symptoms change**.

If you need help outside Longfield Medical Centre's opening hours please call **111** or go to <https://111.nhs.uk>

Finish

[Back to My Requests and Messages](#)

Final confirmation message.

Click on the FINISH button

Once your request has been received and processed you 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.

Please make sure that you check your inbox once you have submitted a request. By actively checking your inbox, you help us to reduce patient Non Attendance. Unfortunately, there are still a high number of non attendances, due to missing information and patients not monitoring their Patches inboxes!

Non-attendance wastes valuable clinical times, resources, and access for other unwell and vulnerable patients.