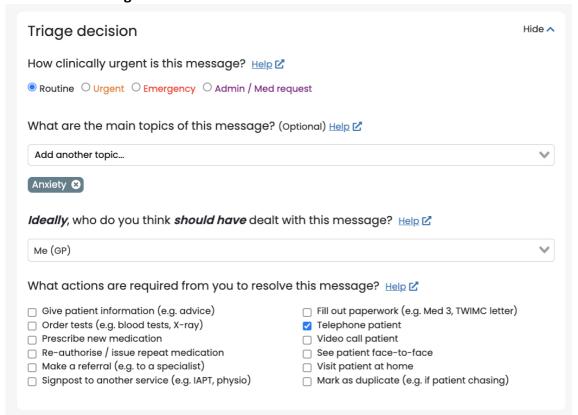
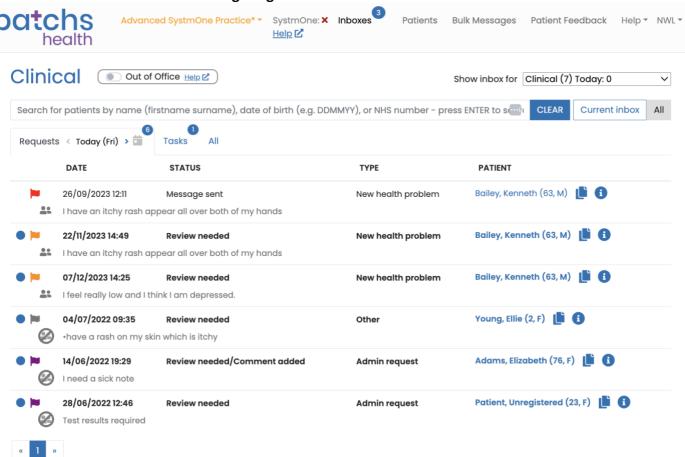
Appendix 1 - PATCHS screenshots

Screenshot 1: Triage decisions



Screenshot 2: PATCHS inbox following triage



Screenshot 3: Example emergency signposting message

Based on the information you have entered, you may need emergency medical help. If this is a <u>medical emergency</u> you should cancel this request and call 999, or go to your <u>local A&E</u> immediately.

Click the links below for information from the NHS related to your query. (Please note, some may not be relevant.)

• Stroke

Would you still like to submit your request to your GP practice at your own risk?

Please be aware that if you submit your request to your GP practice, your request may not be dealt with quickly enough, or with the right treatment you need, which could result in your injury or death. 'At your own risk' means that if this happens you accept it will be your responsibility, and not the responsibility of your GP practice.

1 message remaining.

No, I will call 999 or go to A&E

Yes, I would still like to contact my GP practice at my own risk

Screenshot 4: Example routine signposting message

Click the links below for information from the NHS related to your query. (Please note, some may not be relevant.)

• Hair Loss

Would you still like to submit your request to your GP practice?

1 message remaining.

No, this information has resolved my query

Yes, I would still like to contact my GP practice

Screenshot 5: Notice when patients or their carers use PATCHS that their anonymised data may be shared with The University of Manchester for research purposes



Test Practice

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 <u>Patient End User Licence Agreement</u> $\[mathbb{E}\]$

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



Screenshot 6: Opt out toggle button in PATCHS that patients can access at any time





Data Privacy

We take data privacy very seriously at PATCHS.

PATCHS is a product developed and maintained by <u>Patchs Health</u> **!** and <u>Advanced</u> **!**. It is <u>approved by the NHS</u> **!** which means it meets strict security and privacy standards including the NHS' <u>Data Security and Protection Toolkit</u> **!** and <u>Cyber Essentials + []</u>.

We use your **anonymised** data to improve PATCHS - 'anonymised' means you cannot be identified from it. This includes developing 'artificial intelligence' to support your GP practice to provide the care you need safely and quickly.

We may share your anonymised data 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. At any time, you can change whether your anonymised data is shared with The University of Manchester for research purposes using the toggle below. This will not affect your ability to continue to use PATCHS to access GP services.

Share my anonymised data with The University of Manchester for research purposes.

We do not sell your data and will never share your data without your consent.

If you would like your data to be deleted from PATCHS, please contact your GP practice.

To find out more about how your data is processed, please see the PATCHS <u>End</u> <u>User License Agreement</u>