

# Appendix 1 – PATCHS screenshots

## Screenshot 1: Triage decisions

Triage decision

Hide

How clinically urgent is this message? [Help](#)

☒ Routine

☐ Urgent

☐ Emergency

☐ Admin / Med request

What are the main topics of this message? (optional) [Help](#)

Add another topic...

Anxiety

Ideally, who do you think **should have** dealt with this message? [Help](#)

Me (GP)

What actions are required from you to resolve this message? [Help](#)

☐ Give patient information (e.g. advice)

☐ Order tests (e.g. blood tests, X-ray)

☐ Prescribe new medication

☐ Re-authorise / issue repeat medication

☐ Make a referral (e.g. to a specialist)

☐ Signpost to another service (e.g. IAPT, physio)

☐ Fill out paperwork (e.g. Med 3, TWIMC letter)

☒ Telephone patient

☐ Video call patient

☐ See patient face-to-face

☐ Visit patient at home

☐ Mark as duplicate (e.g. if patient chasing)

## Screenshot 2: PATCHS inbox following triage

patcheshealth

Advanced SystmOne Practice\*

SystmOne: ✗ [Help](#)

Inboxes 3

Patients

Bulk Messages

Patient Feedback

Help

NWL

Clinical

Out of Office [Help](#)

Show inbox for Clinical (7) Today: 0

Search for patients by name (firstname surname), date of birth (e.g. DDMMYY), or NHS number – press ENTER to search

CLEAR

Current inbox

All

Requests

Today (Fri) 6

Tasks 1

All

DATE	STATUS	TYPE	PATIENT
<div><div><div>26/09/2023 12:11</div><div><div><div></div><div></div></div></div></div><div>I have an itchy rash appear all over both of my hands</div></div>	Message sent	New health problem	Bailey, Kenneth (63, M)
<div><div><div>22/11/2023 14:49</div><div><div><div></div><div></div></div></div></div><div>I have an itchy rash appear all over both of my hands</div></div>	Review needed	New health problem	Bailey, Kenneth (63, M)
<div><div><div>07/12/2023 14:25</div><div><div><div></div><div></div></div></div></div><div>I feel really low and I think I am depressed.</div></div>	Review needed	New health problem	Bailey, Kenneth (63, M)
<div><div><div>04/07/2022 09:35</div><div><div><div></div><div></div></div></div></div><div>•have a rash on my skin which is itchy</div></div>	Review needed	Other	Young, Ellie (2, F)
<div><div><div>14/06/2022 19:29</div><div><div><div></div><div></div></div></div></div><div>I need a sick note</div></div>	Review needed/Comment added	Admin request	Adams, Elizabeth (76, F)
<div><div><div>28/06/2022 12:46</div><div><div><div></div><div></div></div></div></div><div>Test results required</div></div>	Review needed	Admin request	Patient, Unregistered (23, F)

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### Screenshot 3: Example emergency signposting message

Based on the information you have entered, you may need emergency medical help. If this is a [medical emergency](#) you should cancel this request and call 999, or go to your [local A&E](#) 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.

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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
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### 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?

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1 message remaining.

No, this information has resolved my query	Yes, I would still like to contact my GP practice
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## 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 [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

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 [Patchs Health](#) and [Advanced](#). It is [approved by the NHS](#) which means it meets strict security and privacy standards including the NHS' [Data Security and Protection Toolkit](#) and [Cyber Essentials +](#).

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 [End User License Agreement](#)