



## Contact us online

Welcome to [name of GP practice]

We have an online consultation service called PATCHS that allows you to contact us easily online. You can access PATCHS by visiting our website [website address] and clicking on the PATCHS logo.

**Contacting us using PATCHS instead of by telephone has a number of advantages for you including:**

- Getting help quicker from a GP
- No queuing on the telephone
- The ability to submit requests any time day or night (we can only respond during our opening hours)
- The ability to do everything you need to online including prescriptions, consultations, sick notes, checking results etc. (You shouldn't use PATCHS for emergencies)
- Submitting requests on behalf of someone you care for
- If the doctor or nurse decides you need an appointment, they will contact you to book an appointment ASAP

**Using PATCHS also has advantages for us including:**

- Seeing your request up front in writing helps us plan our work better
- It frees up the telephone access for people that cannot use PATCHS e.g. those with emergency problems or if they cannot physically use the internet
- Helping us deal with the most serious cases as quickly as possible