



Telephone message

Hello and welcome to [name of GP practice]

I'm Dr [name], senior GP partner

If you are calling us because you are a patient, parent or carer...

...that needs to speak to our reception team to get help from a doctor, nurse or other health professional,

...because you need health advice, or to request a prescription, chase a prescription, ask for a sick note, ask for a referral, chase a referral, or indeed request absolutely any other kind of help...

...by far the quickest, easiest and safest way to get help is through our online system called PATCHS.

You can access PATCHS by visiting our website [give website address] - and clicking on the link for PATCHS.

Using PATCHS makes it safer, faster and easier for you to get help from us.

You can enter information about health problems you may have or if you need help with other health related queries like chasing up a prescription, or requesting medication or fit notes.

However, PATCHS shouldn't be used in medical emergencies.

You can use a smart phone, tablet or computer to access PATCHS.

Using PATCHS saves you from having to use the phone to wait to speak to a receptionist – there's never a queue online.

And you can submit your request anytime day or night – although we can only respond during our normal opening hours.

By sending your request online you will also not need to have to explain your problem to our reception team on the phone.

When you use PATCHS we will get back to you as soon as possible during our opening hours, which are Monday to Fri 8am – 6.30pm

When using PATCHS you may find that you do not need an appointment to get help with your health issue, and we will be able to help you via email telephone or video consultation - making it easier and quicker for you to get help.

The website again to access PATCHS is [give website address].

If you still feel you need to speak to a member of our team please continue to hold.