

Brunel Medical Practice – Digital Triage

When will the new appointment system start?

We will begin using Patches on Monday 2 September.

How do I access the new system?

You can submit a form online by following a link from our website or the NHS App.

Do I have to ask for an appointment online? Can I not phone up anymore?

You can complete a digital triage form online or call the Practice where a member of the reception team will talk you through the process and complete the form for you. We also have Tablets in the waiting room at St Marychurch and Babbacombe if you like to come in and make your appointments at the Practice.

Do I have to use Patches for all appointment booking?

No. You will not need to use Patches to make an appointment with a member of the nursing team. You can just speak to a member of the reception team as you do now. If you like using online tools, you can submit a request through Patches and a member of the team will book the appointment for you.

I am housebound, will Patches work for me?

Any patient can use Patches when they have an acute health problem, but we are happy for our housebound patients and care homes to request appointments as they do now.

What can I do through Patches?

You can submit a digital triage form, letting us know about a health problem. You can submit an admin request, for example letting us know that you need a sick note for work or you have a medical form that needs to be completed. You can request medication and view previous messages from the Practice.

English is not my first language, can Patches help me when I need an appointment?

Patches can automatically translate the online form and your answers, supporting patients where English is not their first language.

Do I need to make an account on Patches?

You can submit a form to the Practice using just your name and date of birth, but you will be able to do more and see the status of a contact with the Practice by making an account and logging in with an email address.

How is Patches different than the Online Consultation system the Practice used until now?

If you use Patches to let the Practice know that you have a health problem, the system will ask specific questions based on the information you have given. This way we will be able to get detailed information about your health need, helping the team direct you to the right member of our team or service. The Patches form is sent to a clinician who will then manage your care. It is more sophisticated than the system we used before and will be used to book appointments, not just obtain advice online.

Will appointments be available all day?

Patients tell us that at the moment, you need to call at 8.30am to get an appointment, often waiting in our phone system for a very long time. We know this does not work for some people. From September, some appointments will be available first thing in the morning and then the system will close. The appointment system will reopen at lunchtime for a couple of hours, before turning off again until later in the afternoon. This means that appointment booking will be spread out across the day.

Appointments will be available to be booked between 8.30am and 10am. The booking system will then reopen at 12pm until 2pm. Further appointments will be available for booking between 3pm and 5pm.

Appointments with the nursing team and home visits can be booked throughout the day as they are now.

Can I use Patches to request my regular medication?

The best way to request your repeat medication is via the NHS App or Patient Access, as this links to your health record and sends the request straight to your normal GP, speeding up the whole process. Patches will direct you to the NHS App or Patient Access for medication requests.

If you would like to request an acute medicine (something not on repeat) please submit an admin request in Patches.