



PATIENT INFORMATION RE: PATCHS

From 1st October 2025, we are required to offer online appointment triage services within our core opening hours only. This is required under the contract we have with the NHS to offer NHS Services.

WHAT DOES THIS MEAN?

- Currently, our online triage appointment system is managed via the online platform PATCHs, this isn't changing and we are continuing to utilise PATCHS as our online triage tool.
- Patients are currently able to submit requests at specific times during the day, including evening and weekends.
- We often have downtime, where we have reached capacity for requests. This enables our PATCHs team to work through the requests received.

WHAT IS CHANGING?

- From Monday 8th September, we will be trialling the system being open for requests consistently between 8 am and 6:30pm Monday to Friday only.
- We will not be able to accept any requests in the evenings, early mornings, at weekends or on Bank Holidays. At these times, the system will show a closed message and advise on the time you should return to submit a request.

- All patients who currently use PATCHs to contact us should continue to do so in this way. Calling the surgery instead will not enable you to bypass the queue.
- We want to work towards returning to a level of access similar to what we currently offer (i.e. being able to submit requests outside of our opening times). This is very much a work in progress and not necessarily something we would have chosen to do. We will continue to work hard to ensure we are offering the best possible service to all of our patients and ask that you are patient with us while we do this.

Thank you for your understanding.

If you are dissatisfied with the changes made under this contract, we urge you to contact our Governing Body, Lancashire and South Cumbria ICB at lscicb-fw.patientexperience@nhs.net for any other complaints or queries please continue to contact the practice as normal.