

ST CATHERINE'S SURGERY

<https://www.stcatherinessurgery-wirral.nhs.uk/>


The Benefits of submitting requests through PATCHS are that all requests are clinically reviewed and continuity of care is better for patients. Patients are also able to communicate directly with the GP on the PATCHS request that has been submitted.


PATCHS Opening Hours:

- Clinical Requests - Weekdays between 7:30am - 4pm
- Admin Requests - Weekdays between 7:30am - 6:30pm


PATCHS Supports the following languages:


Arabic, Bengali, Bulgarian, Chinese, Czech, Dutch, French, German, Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Latvian, Lithuanian, Pashto, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish, Tagalog, Tamil, Thai, Turkish, Ukrainian, Urdu, Vietnamese, Welsh

91% 
of patients have registered for the PATCHS Service

75% 
of patients registered for PATCHS have used the service.

100% 
of requests have had a response within the 2 day time frame.

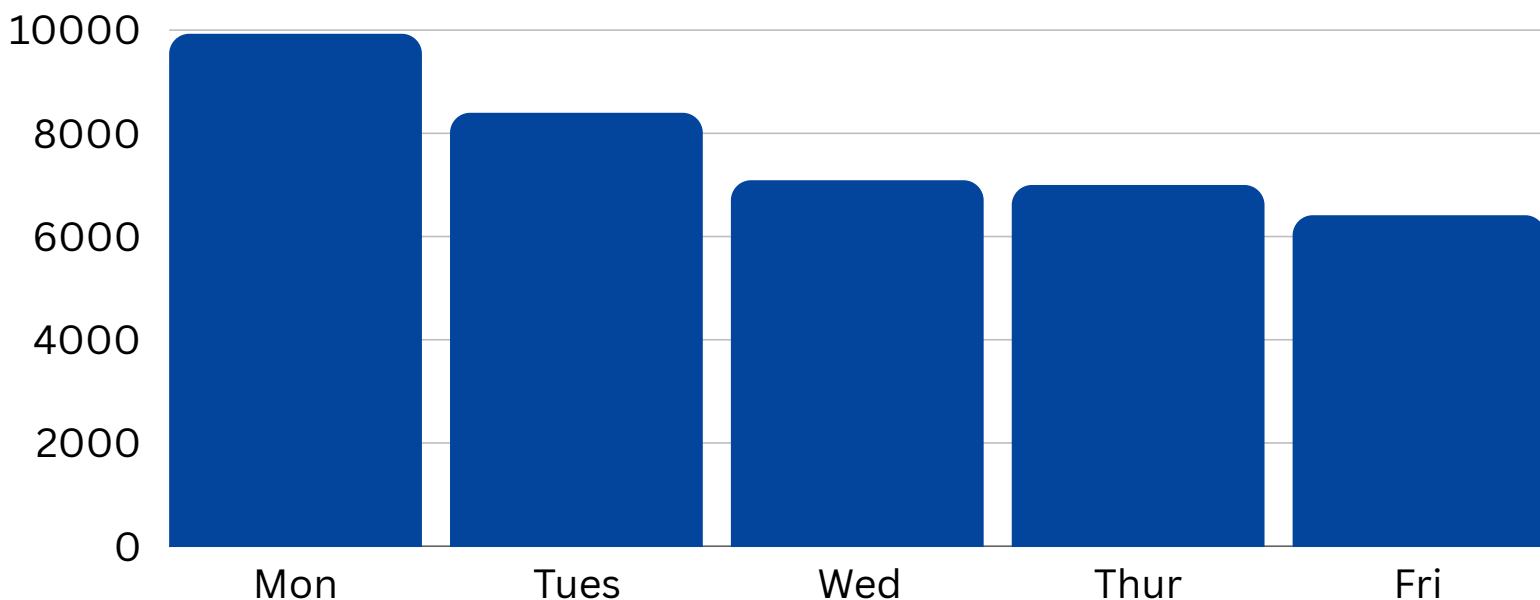
15% 
of requests are for admin purposes like (fit notes, medications requests etc).

14,024 
patients have registered for the PATCHS service.

patches
health
1 year in focus

Total Number Of Requests By Day

Since PATCHS went live on the 2nd October 2023 we have received 40,042 requests from patients.



POSITIVE PATIENT JOURNEYS

Patients Son noticed a mole on his back. He submitted a PATCHS request and a photo. The GP had a small amount of communication with the patient to ask some questions in relation to the mole. From the picture the GP made a diagnosis and reassured the patient that it does not look concerning at all on that same day. Patient thanked the GP for such a quick response.

Patient attended our PATCHS drop in session on 6th June. We helped patient to set up a PATCHS account and submit a PATCHS request in relation to a skin lesion. By the time the PATCHS session was finished, the patient was coming in for an appointment that same day (around 3 hours after the PATCHS account was set up). Patient was then seen in our Dermatology clinic two weeks later for a review/reassurance and then discharged. Patient was delighted with the service he received from us.

"I had an appointment this morning at 10:45hrs. The lady on reception was very helpful. I was seen by Dr Paul who was incredibly supportive and listened to my ailment with genuine care coupled with great follow up for my medication and not just a case of *"take this if still feeling the same come back"*

The Patches system worked a treat for me, and I found it very useful and easy to navigate with Dr Paul already aware to my situation, great.

I don't tend to frequent surgeries or hospitals unless I feel I really need to because I think my appointment could be better used for somebody else, however today's visit to your surgery was excellent and I appreciate the support from your team. I hope this finds the practice manager so they are aware of their teams attention to detail, general proactivity and support.

PATIENT FEEDBACK SCORE

Using PATCHS Patients are encouraged to provide feedback upon how their request was triaged.

In the first 6 months of using PATCHS the average score was 3.7/5. The following 6 months saw the score increase to 4/5.

