



## GP Access Technology Guide (March 2024)

This document provides information about the technology and systems in place for patients within Knowsley:

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# Communicating with your GP Practice

## Patchs

### What does it do?

Patchs helps you contact your GP practice by completing a form on the internet. It can be used for non-urgent health issues such as extending a sick note. Patch's is an alternative to e-Consult.



### How do I get it?

Select the PATCH's banner from your GP website

### Which GP's offer/use it?

All Kirkby GP's except Millbrook

### Other Information:

You will need to register for a Patch's account on the first occasion (You can use your NHS login if you have one)

Responses to messages can be expected from your practice within 72hrs

### Who can I ask to help me use it?

Your GP practice reception. Mid Mersey Digital Alliance digital inclusion team can assist: [digital.inclusion@midmerseyda.nhs.uk](mailto:digital.inclusion@midmerseyda.nhs.uk) - 01744 647047

### Data security:

<https://help.patchs.ai/hc/en-gb/articles/360058759093-How-do-you-use-my-data->

### QR Code:

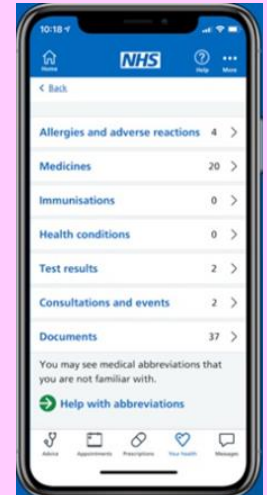
Each practice will have a link on their website to access patchs: Each instance is different so we would need a QR code for each practice.

# NHS App

## What does it do?

The NHS App allows you to access a range of NHS services such as:

- Order repeat prescriptions
- Manage appointments
- View your GP record
- Book and manage Covid 19 vaccinations
- View all test results
- View vaccination history



## How do I get it?

You can download the NHS App on your Smartphone or tablet from your usual app service.

Self-register without needing input from the practice.

## Which GP's offer/use it?

All - availability of certain functions may vary by practice

## Other Information:

Depending on your GP surgery or hospital, you may be able to use the NHS App to:

- \*Message your GP surgery or health professional
- \*Contact your surgery using an online form
- \*Access health services on behalf of someone you care for

Similar apps are available such as Patient Access and MyGP

## Who can I ask to help me use it?

It should be user-friendly but Reception staff can assist if you're struggling.

Mid Mersey Digital Alliance digital inclusion team can assist:

[digital.inclusion@midmerseyda.nhs.uk](mailto:digital.inclusion@midmerseyda.nhs.uk) - 01744 647047

## Data security:

<https://www.nhs.uk/nhs-app/nhs-app-legal-and-cookies/nhs-app-privacy-policy/privacy-policy/>

## eConsult

### What does it do?

eConsult is largely being replaced by Patches (see [Patches](#))



## Accurx

### What does it do?

Accurx provides a single point of access for non-urgent functions at your GP practice such as:

- Online consultations with a medical professional
- Book routine appointments for blood tests, vaccinations etc.
- Admin related queries



### How do I get it?

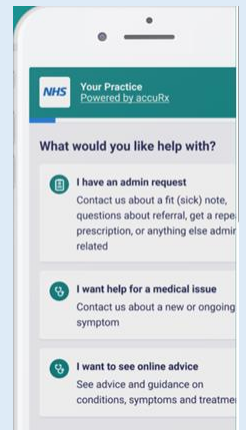
From Millbrook practice website

### Which GP's offer/use it?

Only used by Millbrook

### Other Information:

Any messages or requests sent to the practice via Accurx will be responded to within two working days or a routine appointment within 2 weeks



## Upgraded telephone systems

### What does it do?

New features are being introduced by GP practices such as call-queuing. When lines are busy, press the [key] on your handset and hang up. You can now get on with other things while your place in the queue is held. When your turn the practice will automatically call you back when your saved place reaches the top of the queue .



### How do I get it?

Press [key] when prompted whilst phoning your GP practice

### Which GP's offer/use it?

All Knowsley GP's

Press two to  
receive a  
call-back

### Other Information:

Make sure you are available to receive your call-back. If you miss it you will need to start again.

### Who can I ask to help me use it?

You will be prompted by the practice's answering machine message.

## Support for a healthier lifestyle or for specific conditions

### Holly Health App

#### What does it do?

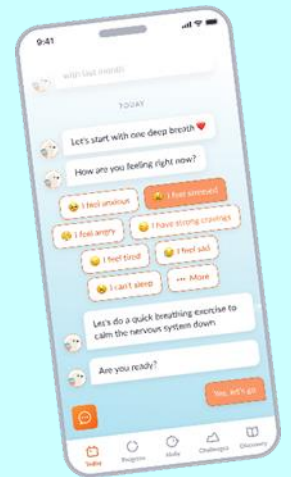
Holly Health is a digital coach which supports people who wish to develop a healthier lifestyle.



You can text chat with the chatbot when you need support with making a decision about food, exercise, sleep, stress or mental health.

#### How do I get it?

Patients of Kirkby GP practices are able to access download and free use of Holly Health app (contact your practice).



#### Which GP's offer/use it?

Kirkby practices will be sending a link to their adult patients by the beginning of January 24, to enable you to download this app, to assist with your New Years' resolutions.

#### Other Information:

With Holly Health You can create checklists, take part in challenges, learn about mindfulness and meditation, and read articles. Track your mood, habits and sleep in a health diary too.

# Health App Library

## What does it do?

This website provides access to a huge library of useful health apps to support you with your physical and mental wellbeing.

All the apps in the library have been tested (assessed) by the Organisation for the Review of Care and Health Apps (ORCHA).

## How do I get it?

Click here or go to <https://cheshireandmerseyside.orchahhealth.com/en-GB>

## Other Information:

Each health app is individually rated by ORCHA including areas such as Usability and Accessibility, whether suitably qualified professionals have been involved in its development, and whether the app collects and/or shares personal data.

