advanced

patchs

The Next Generation of Online Consultation

PATCHS is a next generation online consultation system built on 3 evidence-based principles.

Integrate
Works seamlessly with your existing systems and processes

Automate
Does triage and workflow for you to reduce workload and improve patient safety

Regulate
Manages patient demand so you are always in control

www.oneadvanced.com/solutions/patchs

advanced
People. Partnership. Solutions.

POWERED BY
SPECTRA
ANALYTICS

MANCHESTER
1824
The University of Manchester

UK
CA

⚙️ Integrate

PATCHS makes your life easier through seamless integration with your existing systems, tried and tested processes, and a full suite of features.

Clinical Systems Integration

PATCHS is designed to work with your clinical systems, automating tasks to reduce manual effort. Deep integration with EMIS and TPP gives you:

- Automatic patient registration
- One-click save to record
- Automatic SNOMED coding
- PATCHS toolbar
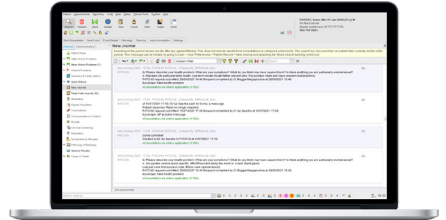
Tried and Tested Processes

We know GP practices hone their processes over time. PATCHS is designed with this in mind, and can be customised to suit your needs.

Patients answer open-ended questions in the PATCHS chatbot to maintain the conversational feel of a GP consultation – not an inflexible multiple choice questionnaire.
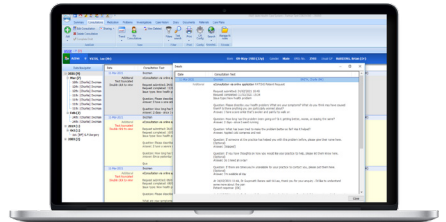
Appointments can be scheduled to match staff capacity and maintain continuity of care.

Powerful federated working enables you to work across organisations at-scale.

TPP Integration

EMIS Integration

All-in-One Solution

- Clinical system integration
- Bulk and adhoc two-way patient messaging (Email & SMS)
- Image and document uploads
- Video consultation (with 'digital waiting room')
- Language translation
- Customisable questionnaires
- Demand control
- One-click federated working
- Patient Facing Services
- NHS Login and App

Available through the DFOCVC framework

⚙️🧠 Automate

PATCHS does tasks for you to reduce your workload and increase patient safety, helping you work faster and get time back.

Artificial Intelligence (AI) Triage and Workflow*

Trained by GPs across the country, PATCHS AI is a UKCA marked Class I Medical device registered with the MHRA.

- **Urgency AI**: Flags urgent and emergency requests
- **Assign AI**: Automatically assigns cases to clinical or administrative inboxes
- **Topic AI:** Detects the type of problem and can ask patients to complete relevant questionnaires, such as a GAD-7 or PHQ-9 when patients report symptoms of anxiety or depression, to collect more in-depth information upfront
- **Signpost AI:** Signposts patients away from your practice when appropriate and provides NHS self-care advice
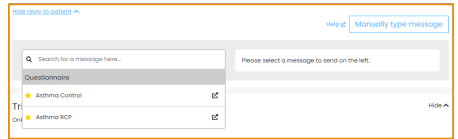
*Some of the AIs listed are currently available to Early Adopter practices only

NHS Help Links and Videos
Send patients any help link or video from www.nhs.uk to provide advice and promote self-care.

Message Templates
Send messages to patients in one-click via email or SMS using pre-set templates.

Build your own
Create your own message templates and clinical questionnaires – complete with scores and SNOMED codes of your choice to support local clinical pathways.

Language Translation
Automatic language translation helps you communicate with patients who speak English as a second language. PATCHS supports over 30 of the most commonly spoken non-English languages in the UK.

Clinical Questionnaires
Gain full access to a growing list of over 20 clinical questionnaires covering both acute and chronic conditions. Examples include asthma control, ADHD and autism assessment, knee pain, and sore throat etc. All responses are SNOMED coded and saved directly to your clinical system.

⚲ Regulate

PATCHS puts you in complete control of your patient demand, so you can match it to your capacity and never feel overwhelmed.

Demand Control

Limit the number and type of requests (clinical vs admin) patients can submit. Set by time of day and day of the week. Ensure you never receive more requests than you can deal with.
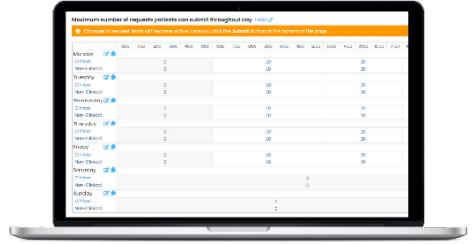
Demand Control

Advanced Analytics Dashboard

Customisable reports, KPIs, and timeseries analysis gives an in-depth understanding of your demand and patient profile. Data exports allow you to dig deeper and customise your analysis offline. Commissioners can access data across all GP practices in their area.
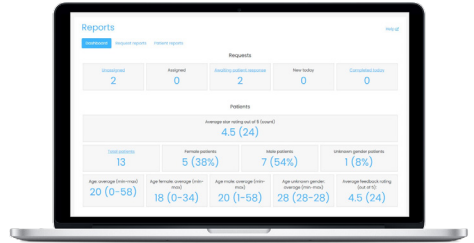
Analytics Dashboard

Book slots and appointments

Assign requests to staff members for them to deal with on specific dates to spread demand and match it to your capacity. Avoid the pressure of dealing with everything 'on the day'.

Patients can directly book follow-up telephone or face-to-face appointments using Patient Facing Services.

Signpost AI

Provides self-help information to patients from www.nhs.uk, and directs to them to contact NHS 111 or emergency services as appropriate thereby reducing pressure on your GP practice.

Advanced

Deliver focused solutions that are utilised by many elements of the NHS. This includes over 50% GP Practices and 80% of the NHS 111 service. The expertise and experience of our clinical team ensures that all our solutions are clinically safe and designed with clinicians and GP practice staff in mind.

Spectra Analytics

A leading digital healthcare company. Through human-machine collaboration we enable our clients to harness the power of AI to enhance the decision making process. Spectra have deep domain expertise in healthcare working in industry, academia and the NHS.

♡ Advocate

"My experience with Advanced so far has been exceptional. From an implementation perspective they were helpful, and as a company they have been very supportive. Their professionalism is remarkable. As PATCHS is backed by Advanced, (one of the UK's largest healthcare software providers), they have the resources, and from my understanding, a thorough grasp of the market they serve, so they will be able to support the system it long-term. This gives us a degree of reassurance, that with time, it can only improve and grow."

Allision Flannery, Wellfield Health Centre, Rochdale

"PATCHS allows us to limit the number of clinical and non-clinical requests we receive at the click of a button. This has helped us to avoid practices becoming overwhelmed by inbound requests and we have improved patient experience by making it quicker and easier for them to access GP services."

Dr Alexander Jayaratnam, GP Partner and Digital Lead for Medicus Health Partners, London

"PATCHS has transformed how we care for our patients. We are now able to respond to patients quickly in a way that fits with their digitally-enhanced lives. At the same time it's made us a more efficient practice, reducing unnecessary face to face consultations, and improving work flow".

Katie Higgins Advanced Practitioner, Langworthy Medical Practice

More information

www.oneadvanced.com/solutions/patchs

+44(0) 330 343 8000

patchs@oneadvanced.com

The Mailbox, 101 Wharfside Street, Birmingham, B1 1RF

patchs

How can we help you?

New health problem
Something I haven't contacted my GP practice about before

Ongoing health problem
Something my GP practice already knows about

Admin request
A form to fill out (e.g. a 'sick' or 'fit' note) or letter to write

Medication request
Including repeats and one-offs