

PATCHS Reviews Browser - New Bank PPG 12 Nov 2025

R Waller TRUSTPILOT (1★)

★★★★★ GB • 23 reviews • Updated a day ago

The online Patches system is absolutely rubbish!

Just now coming to fill out a form online to contact my GP doctor about two on going issues that isn't getting any better. I was explaining about the issues on my mobile phone. Trying to type it all out. It doesn't help that I'm neurodivergent and do struggle to fill information in. It had said you have been on here for 15 minutes and would you like to continue. I clicked on yes and was still explaining about my issues and filling it all out. Then it had said your request had been declined for being online for 30 minutes. Just when I was nearly done on filling it all out. An absolute joke! I have to fill the full thing out again. Then I had found out I have to wait for the next day to make a new request. Since it thinks I have already done one today. When I haven't! The new request option is blocked out. I will have to do it in notes now on. On my iPhone and copy and paste it. To keep it under the time limit. 😞 I really do hate using this online stressful patches system and the way the GP doctors are treating people now days. It's impossible to get proper help getting! 😞

Cus TRUSTPILOT (1★)

★★★★★ GB • 3 reviews • 6 days ago

With patch's in urgent need the waiting... Hendon way surgery

With patch's in urgent need the waiting time is too much ! Is not fair for patients to wait specially for kids !!!

Mrs Dianne Watson TRUSTPILOT (1★)

★★★★★ GB • 5 reviews • 6 days ago

I bought patched to help me loose...

I bought patched to help me loose weight as I have struggled for years. I thought all of these websites are rubbish but I thought why not give it ago, if it doesn't work I can have a full refund. So I bought the patches and went on a diet and exercised more. So a month on and wow I didn't loose an ounce. Instead I put weight on, how can this happen. So I thought no worries I will email them and just explain they are advertising a 100% money back no questions ask. Oh boy a month worth of fighting emails back and forth they DONT offer a 100% refund they lied its a con they where anything but helpful and kind they were rude and just kept repeating the same email we only offer 50% of the refund. Know explanation o forwarded the captures to them what they quote in there advertising, but know 50% or nothing. So please don't get conned like I did dont go anywhere near them they lie about there advertising they don't offer a 100% money back guarantee it's all big fat lie. They are nothing but a con please don't fall for it unless you are the lucky one and it works. Just remember the reviews that they have on, are they real people?

Eli Brown TRUSTPILOT (1★)

★★★★★ GB • 6 reviews • 28 Oct 2025

The system works fine but the surgery...

The system works fine but the surgery just ignores them.

Hungry Boy TRUSTPILOT (1★)

★★★★★ GB • 102 reviews • 23 Oct 2025

STRESS MADE WORST

WHATS THE POINT OF DOCTORS ASKING YOU TO SPEND 15/20 MINS FILLING THIS ONLY TO BE TOLD AT THE END OF ALL THE QUESTIONS "WE HAVE NOW REACHED OUR LIMIT " TOTAL DISASTER ! TALK ABOUT CAUSING STRESS ??

Simonita Maznava TRUSTPILOT (1★)

★★★★★ GB • 5 reviews • 17 Oct 2025

Stupid website very simple 1990 Style

GP staff able to complete a request without actually taking any action also was told that my medical records are accessible online I don't see anything anywhere what is the point of the system if you have to do the NHS as well when do you complete the request you have to put in a new request you cannot reply to the request it's one way communication that can dictatorship why are you not able to address them they did something wrong with speaking back on the plane or perhaps even correcting something because they do make mistakes I know that for a fact

1 TRUSTPILOT (1★)

★★★★★

Samantha • GB • 9 reviews • 13 Oct 2025

Shocking service it's getting worse...

Shocking service it's getting worse can't order medication for my husband online I call up and sent by staff to go back to the automated line to order. Surprise it's not working had to call and cue again someone at the practice said they had ordered it but didn't even ask for his DOB so I checked this afternoon on NHS no one has done anything so annoying this is very poor

1 TRUSTPILOT (1★)

★★★★★

martin wallis • GB • 1 review • 30 Sept 2025

Took me 30 minutes to find my way...

Took me 30 minutes to find my way around it, I am not tech savvy and was more stressed out after than when I started

1 TRUSTPILOT (1★)

★★★★★

at least 4 characters long • GB • 7 reviews • 26 Sept 2025

Absolutely useless

Absolutely useless, the ability to lodge an issue is functional for about 1min at the very start of the day. Also the app is no longer available and the webpage functions differently depending on whether you access via the GP (works) or Patchs hub (doesn't work). Patchs only extends the time spent suffering in ill health. This is absolutely awful digital design and service.

1 TRUSTPILOT (1★)

★★★★★ Garth • GB • 2 reviews • 20 Sept 2025

Complicated convoluted

Christ on a bike I'm 66 and have used IT and apps etc since the mid 90s and believe I'm a pretty good judge on the usability of this system. Absolutely awful and I pity anyone over 75 who have no experience of IT and don't have smart phones. It's so complicated when you want to make a simple enquiry which you could make by telephone but the GP will now only take emergency calls I only ever use it for repeat prescriptions and each time I go through the process of ordering it asks me for a complete breakdown of the last few months symptoms which in my view is not needed as the Doctor has prescribed it. The first time I used it I just wanted to check out how it worked. And it ordered a repeat even though I hadn't submitted it and wasn't going to. The repeat was subsequently rejected as it was too early and then when I went to actually order a script it refused again as it said I had previously been rejected. The old system MYGP was so simple and quick and we now seem to be losing the old bedside manner that Doctors used to have as I've not seen my GP in 15 years as the odd occasion I've been to the surgery it's a nurse practitioner. Pile of #####

1 TRUSTPILOT (1★)

★★★★★

customer • GB • 2 reviews • 19 Sept 2025

Patches is really rubbish system

Patches is really rubbish system It is just making the patient suffering without any help. All they say is, we transfer you to pharmacy , we are full of capacity do another request or call 111 !!

1 TRUSTPILOT (1★)

★★★★★ Helena • GB • 6 reviews • 4 Sept 2025

It is like a virus.

I don't have an iphone but I keep getting multiple messages about the same appointments on a small mobile. I have told my GP surgery several times that I don't want it as I find all the messages annoying, confusing and don't have enough memory space on my mobile for them. I have even unsubscribed after following an address they sent me but I still keep get pinged. It is like a virus. Once they have you they don't let go. I am able to write my appointments down in my diary thank you. The pings are just making me angry as well as confused and I am more likely to miss an appointment. Please respect my wishes, not yours. You are supposed to serve and help. I feel like throwing my phone away.

Sue Strickland TRUSTPILOT (1★)

★★★★★ GB • 4 reviews • 3 Sept 2025

Total waste of time

I have been trying to get an appointment 😱 with this long drawn out I started Monday 1st today is Wednesday the 3rd and this site is telling me to go to A E Which is ridiculous 😞 I don't need A and E I just need an appointment with a GP I've spoken with the receptionists and the computa is telling her I need A and E so won't even look to give me an appointment what does it take for someone to die before they sit up and smell the coffee I'm very disappointed with Patches

John Barley TRUSTPILOT (1★)

★★★★★ GB • 1 review • 29 Aug 2025

This technology was introduced for...

This technology was introduced for already overpaid lazy receptionist that think they know everything in the medical world to look at what's suppose to confidential information and judge weather the doctors have time to deal with the problem there is no time scheduled for a call they just ring whenever they want and only once so if you are to miss the call your unable to ring back and have to file another thing on this rubbish system for me to miss the call and the circle continues all in all what a waste of everyone's time and effort if your older then 40 good luck with this terrible terrible idea whoever sanctioned this to be used needs to be sacked

1 TRUSTPILOT (1★)

★★★★★

Mashup • GB • 61 reviews • 28 Aug 2025

An absolute crap system

An absolute crap system. Takes me round and round, in circles...verify you're not a bot..successful...verify again and then again! Also, mostly 'the system is not functioning, please try again later'. Used to be easy enough, just to order repeat medication, on the nhs app. But, no, let's put in a few harder steps for anyone to do anything. Morons.

Kathleen Nicholson TRUSTPILOT (1★)

★★★★★ GB • 44 reviews • 27 Aug 2025

Patchs - I don't want to hear any more about it!

We have recently moved to a new area so got introduced to Patchs. What a nightmare! At a time when you a medical problem, this is the last thing you need. We are in our 70's and computer literate, but believe me, if you didn't have high blood pressure before you use Paths you certainly will after trying to negotiate it. Is this the governments idea of cutting down on staff and so making a cheaper nhs? Has this been thought up by students who have been using technology since they were two years old. How lovely it used to be to ring your gp, speak to a receptionist and get an appointment. I do realise that those days have gone, but really, Patchs adds such a lot of stress which we could well do without.

1 TRUSTPILOT (1★)

★★★★★

David Lemon • GB • 13 reviews • 21 Aug 2025

This software is ridiculously complex...

This software is ridiculously complex and doesn't WORK. Whoever thought this up must be devoid of all common sense, it is NOT at all intuitive and and nightmare to the elderly to use !!!! SCRAP IT NOW !!!!

1 TRUSTPILOT (1★)

★★★★★ IR • GB • 3 reviews • 15 Aug 2025

Horrific app

Horrific app. I consistently told I had swollen glands on body, yet the app kept asserting that I had a 'sore throat' and then a 'skin condition.' I had to answer about 25 questions to get to that point, where it was telling me to go to a pharmacy. Also, very few people in the surgery can use it as many people are without a smartphone or email address or confident with that much reading and typing. We're not in Silicon Valley, we're in Tottenham. Fund NHS not GP apps.

2 TRUSTPILOT (1★)

★★★★★

Mark Elliott • GB • 17 reviews • 15 Aug 2025

Harder than needed to make a very simple request

Had a very simple request with regard to a pre existing condition. Had to go through several steps asking questions which i have answered many times before. Strange to have fields which are designated as "optional" then requiring a response before can proceed. Annoying when a presumably common response is "no" to have it rejected because field requires minimum of 5 characters.

1 TRUSTPILOT (1★)

★★★★★

Howard Walker • GB • 81 reviews • 15 Aug 2025

PATCHS is rubbish on a mobile phone

PATCHS is possibly the worst bit of software designed for the NHS. It's almost impossible to use on a mobile phone and staff have many problems according to my doctor. It's layout is almost impossible to navigate so I refuse to use it.

2 TRUSTPILOT (1★)

★★★★★

Mr Edmunds • GB • 12 reviews • 12 Aug 2025

A nightmare of an app that cannot be escaped from.

A nightmare of an app, badly designed, circular in places, and exhausting for an ill person to have to go through just to get an appointment. Patients want to talk to people, not machine learning. What is even worse, is even though I never opted into PATCHS, but it is impossible to opt out. I have tried every possible way to do so with my local surgery, Lancaster Medical Practice. Numerous phonecalls, letters, visits in person, emails with the Practice Manager. Each time I'm assured that I will not be contacted by PATCHS again, and each time I am. A total farce. It is suppose to be AI, but it is as dumb as a rock. Also, last year it's reviews on here were 1.5 star, now it is 4.5. It seems one thing it can do is remove negative reviews, even if it can't remove me from its system. Some practices have done away with it, I wish mine would.

2 TRUSTPILOT (1★)

★★★★★ James • GB • 11 reviews • 12 Aug 2025

Poorly designed User Interface

Very poorly designed user interface that is very long winded. It would be considerably easier to just email the surgery with a request for a sick note that go through the rigmarole of using the Patch Healthcare system. That does also make me a little suspicious of all the positive reviews!!

1 TRUSTPILOT (1★)

★★★★★

Robert10 • GB • 4 reviews • 11 Aug 2025

Awful system this Patches

Awful system this Patches, stupid idea, all is nightmare

1 TRUSTPILOT (1★)

★★★★★ Kim • GB • 8 reviews • 6 Aug 2025

One of the worse experiences I've ever...

One of the worse experiences I've ever had with the NHS. Needed to book an in person appointment with GP. Surgery wouldn't and said I had to use patches app. Ended up in an awful circular ridiculous bot chat that a) didn't address or even identify my issue correctly and b) didn't allow me to book an appointment. Subsequently the GP practice had to call the next day. So it was a total waste of mine and their time. Really don't understand how Patches has such high ratings. I really worry for non-app literate patients and am confident it's limiting access to services for people who give up rather than deal with the unhelpful and incorrect questions.

2 TRUSTPILOT (1★)

★★★★★ Kev • GB • 1 review • 31 Jul 2025

Goes round and round in circles

Goes round and round in circles, It prevents seeing a GP, it is dangerous, should be abolished. a simple phone call is all that is needed, not some long winded badly written program, It IS NOT AI, it cannot learn, it is programmed, therefore false advertising. All I want is a GP appointment (telephone one at that), but my GP is always unavailable even if I do manage to stop going round in circles. people will die because of this complicated garbage

2 TRUSTPILOT (1★)

★★★★★ Zainab • GB • 5 reviews • 29 Jul 2025

Ordinarily I would never be bothered to...

Ordinarily I would never be bothered to submit a review but twice patches for my gp has been unavailable whilst it's supposed to be open is extremely frustrating and unfair

Roger Weetch TRUSTPILOT (1★)

★★★★★ GB • 44 reviews • 24 Jul 2025

Patchs itself was easy to use and put...

Patchs itself was easy to use and put me through to the surgery easily each time I used it. However, for the fourth time consecutively the surgery has been unavailable at the time it should have been and simply said to contact them at the next time period. Why cannot a message be submitted and saved until the surgery connects to the system?

Janice Bennett TRUSTPILOT (1★)

★★★★★ GB • 8 reviews • 22 Jul 2025

Useless AI which grabbed one term I...

Useless AI which grabbed one term I used in the description of symptoms and it used it as a flow chart step to completely dismiss the enquiry. eg Neck pain which is a dull ache like toothache, which never goes away...LIKE toothache...I got told to go and visit a dentist. Request closed. "Emma" then sent me a message to tell me my request had been closed.Bet there is no one called Emma who read that :(Its a machine so just use bullet points, dont give it details.

Thomas TRUSTPILOT (1★)

★★★★★ GB • 20 reviews • 16 Jul 2025

It's an awful system

It's an awful system - slow and unresponsive. Most of my responses were never answered. A way to keep patients from GPs. See Google reviews Are these positive reviews verified. Anonymous most of them and full of typos especially the name of the company.

Brimmers TRUSTPILOT (1★)

★★★★★ GB • 12 reviews • 9 Jul 2025

Another waste of NHS money and my time

Created account via NHS app.Then tried to rebook blood test that was cancelled by my surgery. One question asked was if I was worried about the problem. The 'NO' answer was not acceptable as it was only 2 letters long and the minimum required is 5. A another question gave me a choice if 3 selectable answers none of which was applicable. Gave up bothering

1 TRUSTPILOT (1★)

★★★★★

Peter Marks • GB • 1 review • 9 Jul 2025

Patchs

Patchs. The most pathetic thing to ever come out. The amount of stupidness in questions. Wow. You need to be a doctor to answer them. I feel sorry for elderly and others. I've spoken to many of my friends. There just going to the walk in centers. Which I might start doing. Easier then answering pathetic questions. Kicks my anxiety into gear. Hopefully patchs will be stopped soon. Before many people start dying.

1 TRUSTPILOT (1★)

★★★★★ AvB • GB • 10 reviews • 7 Jul 2025

The website is awful

The website is awful, unintuitive and stupid. On the first page you have to click the title (which is not in a box) to proceed. Why not just have a "continue" button at the bottom as 99.9999% of websites ? So many unnecessary questions that can't be skipped. Even the question that claims its "optional" has to be entered.

Ian Clark TRUSTPILOT (1★)

★★★★★ GB • 12 reviews • 27 Jun 2025

I am a 76 year old with Parkinson's

I am a 76 year old with Parkinson's. I have been on medication for some years now but felt the problem was getting worse so I wanted to see the doctor about increasing my medication. Tried to make an appointment on the phone and got a recorded message to use Patches on the internet. I spent 2 hours reading the instructions on how to do it, at my age the internet is not something I understand although I do have a computer. In frustration I went to my surgery and spoke with the receptionist who was very dismissive and just told me to use the internet. I kept making phone calls and eventually got to speak to a human. She asked for my details and said the doctor would call me back, this never happened. Next day I called again and was told a doctor would call back before 6.30 pm again nothing next day the phone was answered by a human who made me an appointment for the next day, its tomorrow so lets see what happens. This is a ridiculous system totally unusable and not fit for purpose. This was at Poplar House Surgery, Durham Avenue, St. Annes St Annes. Lancashire

1 TRUSTPILOT (1★)

★★★★★ Steve • GB • 14 reviews • 26 Jun 2025

abysmal

I'm not sure how anyone else in their right mind has given this good reviews. if you have a simple query, you have to wade through a dozen irrelevant questions. it would not accept my attachments. tried a jpg => "undefined files are not supported, please try another format" so converted to pdf => "There was a problem uploading the following attachment: driving license.pdf" UI is horrible, clunky and buggy. to book an appointment, apparently I need a key. for which they want me to bring various ID to the surgery. very much defeating the purpose of online booking. so that fact that I'm already logged in with my NHS id is not enough?? simple email would be 100x better.

1 TRUSTPILOT (1★)

★★★★★

Gill Markey • GB • 14 reviews • 19 Jun 2025

Extremely annoying and time consuming.

I've tried to use this site several times. Was asked by reception staff to send a photo ailment recently.. Didn't even get a reply. It's extremely annoying, hard to find info. Not user friendly at all. Oh and if the doctors isn't open, you can't even send a request.

1 TRUSTPILOT (1★)

★★★★★

Michael Ferry • GB • 11 reviews • 19 Jun 2025

Absolutely awful doctors never contact you back. I have stage 3 cancer nothing back . You should be ashamed to be apart of nhs. But this is england now 3rd world country.

Liars you are

Angelica Ashbrook TRUSTPILOT (1★)

★★★★★ GB • 1 review • 16 Jun 2025

The worst invention ever!

How many old, vulnerable, and uneducated people are going to die because they do not have access to use patches or if they do, use it? Most of these good reviews must be lying or just thinking of themselves. You can't even send a message out of hours. We cannot make an appointment via the phone, so to the people stating you can, that is not true. It asks for far too many questions that are not necessitated. How many human energy hours are going to be spent on this? Millions and billions. I don't always have 30 minutes to play around with a laptop just to get a prescription, or urgent meds. The ai doesn't even understand everything you write.

David Lemon TRUSTPILOT (1★)

★★★★★ GB • 13 reviews • 14 Jun 2025

Absolutely ridiculous piece of Software...

Absolutely ridiculous piece of Software loading and using it is harder than cracking the Enigma Code !!! It has made EVERYTHING harder not easier !!!! How on earth will Old People manage this disastrous nonsense ??????

2 TRUSTPILOT (1★)

★★★★★

Simon Payne • GB • 8 reviews • 8 Jun 2025

Doesn't work

Doesn't work. You type something and it doesn't register

Phil Ch TRUSTPILOT (1★)

★★★★★ GB • 1 review • 7 Jun 2025

Too many questions, to get an appointment

I have chronic conditions, need regular prescriptions. The details are all in my medical records. Patchs asks questions and knows nothing. Trying to get an appointment took me 30 mins to answer the questions and take photos. Photos wouldn't load into Patchs. Then I had to say I wanted an appointment. I tell Patchs I can't be contacted by mobile phone at work, and guess what, the surgery staff try to contact me by mobile phone. How is this a better service for the end user patient.

2 TRUSTPILOT (1★)

★★★★★ customer • GB • 3 reviews • 4 Jun 2025

Patchs has made it harder to access a GP, not easier.

This was just abysmal. At 8am I phoned up my GP surgery to try to arrange an appointment for my ill daughter and was shunted onto the Patchs automatic service. I gave the details and two hours later my wife was contacted by text message saying they needed more info (I had asked they contacted me as fortunately I had the time to do this today). My wife jumped out of a meeting to respond immediately. It's now 9pm and we've had no contact. Patchs has made it harder to access a GP, not easier.

2 TRUSTPILOT (1★)

★★★★★ Michael • GB • 93 reviews • 2 Jun 2025

Rubbish

Rubbish, have me down at the old surgery I was once a Patient at. Impossible it seems to change to my new surgery after 3 years! Have tried contacting old surgery, new surgery and Patches but nothing changes. So i cannot use. Which makes some things difficult like ordering prescriptions. But hey ho its only a 2.5 mile round walk to ther Doctors surgery to drop it in.

1 TRUSTPILOT (1★)

★★★★★

David Petri • GB • 4 reviews • 27 May 2025

Doesn't work for me

Sadly I find Patch's almost completely useless. There are too many prescribed question, and when I finally finish and submit a form then nothing happens. In the future I'll try and speak to a member of staff, it's quicker and safer that way.

Angela Almond TRUSTPILOT (1★)

★★★★★ GB • 9 reviews • 23 May 2025

First appointment was changed that was...

First appointment was changed that was down to who sent message has didn't have a reply button,went in to reception to sort out before it was given to someone else.Now been sat from 10.15 for appointment and it's now 11.05 ,tried talking to receptionist who was quite dismissive has there was a queue waiting ,not good practice ,very disappointed.would have only taken a minute to check instead of saying well there's lots of doctors .great reply ,nope .

Peter Chart TRUSTPILOT (1★)

★★★★★ GB • 4 reviews • 15 May 2025

Always full up.

Always full up.. useless

AcidCasualEightyEight TRUSTPILOT (1★)

★★★★★ GB • 30 reviews • 9 May 2025

Improper, Inadequate, Inadmissible, Incompatible, Incongruous, Ineligible, Irrelevant, Unacceptable Unfit For Propose

Why do you never answer the help bit about logging in to it, i have e mailed 3-4 times since Sunday but no answer back and i have informed my Gp and they have acknowledge that i cannot log in you just go round in a infinity loop, Name, DOB, Postcode, Do you want to access the account or Log in to the account both do not do anything, then back into the loop Name, DOB, Postcode... I do not think patches is fit for propose to be used by the Gp's and the NHS, if i cannot log in to it and get no help what's so ever, So how do you expect somebody who's say 75 gonna be able to use it, it's a joke how did you get the contract from the NHS as there are 5 or 6 other website just like it out there, Patches must have been the cheapest one, I have done a deep dive into patches on the internet and found a few things out, But yet my Gp still send messages on there knowing full well i cannot log in for some strange reason only known to Patches, It's just a money making ploy, This so called IA technology it do's not make it easier or faster i myself think it slows it down and clogs the Gp System up, They must be making Thousands charging the Surgery's up and down the uk to use and access the system This is my second review of the AI system and you still get no help from them

1 TRUSTPILOT (1★)

★★★★★ PPD • GB • 3 reviews • 6 May 2025

GP practice unavailable on Patchs...

I enjoy using Patchs for it's information and appointment reminders but my local GP's at 'Roxbourne Medical Centre is currently unavailable for requests on Patchs. They will next be available today at 17:00'. I have to phone Roxbourne to make requests for meds/ appointments which defeats the whole purpose of using Patchs. Please Roxbourne look into a way of handling requests 24/7. Thanks.

1 TRUSTPILOT (1★)

★★★★★

hashhotmail.co.uk • GB • 2 reviews • 16 Apr 2025

Shadwell medical centre Leeds

Shadwell medical centre Leeds The receptionist haspreet & some of the Drs will make you feel more uncomfortable than your illness or query is what I have felt. Fortunately it's a small number of staff members that are like this but I think monitoring their behaviour & listening to calls might be helpful for anyone who has genuine interest & concerns with this surgery.

1 TRUSTPILOT (1★)

★★★★★ Kelly • GB • 1 review • 14 Apr 2025

Confusing system & not helpful

Confusing system and not straight forward, i am not confident with the internet so today i got help to set up patches account to give it a try and it was far to confusing. Not helpful to me at all.

1 TRUSTPILOT (1★)

★★★★★

Mr Graham Dennahy • GB • 38 reviews • 7 Apr 2025

Not fit for purpose

Not fit for purpose - continually going offline or not working at our surgery. Admin don't triage your request properly. It's no substitute for the old fashioned receptionists from 20-30 years ago where you could walk into a surgery and make an appointment to see a doctor. Probably ok for GPs that aren't patients so don't have to use it. It just a barrier between patients and proper healthcare. Where is The Duty of Care - not with the Patchs system

1 TRUSTPILOT (1★)

★★★★★

richard jowett • GB • 5 reviews • 30 Mar 2025

Got into the Patch system with my...

Got into the Patch system with my Doctor but only had 5 opportunities to converse and I could not reply to the last message sent by my doctor so I had to visit the surgery myself and speak to a human being !!!! Useless system, put in place BEFORE the bugs have been worked out. Shades of Fujitsu / Horizon debacle. NOT IMPRESSED

1 TRUSTPILOT (1★)

★★★★★

Carl Jackson • GB • 10 reviews • 26 Mar 2025

More double handling from the NHS

More double handling from the NHS. I'm trying to get a "Fit note" for the first time in about 20 years. Nightmare So I already have (1) The NHS appt (2) Patient access. I have the abysmal DrDoctor sending me duplicate information even though I never signed up to them. Now I come across Patches "easier than telephoning" I don't think so.

2 TRUSTPILOT (1★)

★★★★★

Mr Moran • GB • 15 reviews • 1 Apr 2025

It is completely rubbish

It is completely rubbish. Logged on as soon as the system was opened, less than a minute later, no appointments left. Actually impossible unless people are gaming the system. You cannot fill the various data boxes out that quickly. This - like everything in the NHS - is half-baked and not fit for purpose.

1 TRUSTPILOT (1★)

★★★★★

Malcolm Ramsbottom • GB • 2 reviews • 23 Mar 2025

Who dreamt this nonsense up?

Tried on a Sunday to arrange a non-urgent GP appointment for the following day or the day after that. Was told that this service was not available on Sundays and was given all sorts of links, but first had to register for this, that and the other. This is not the first occasion that I have tried to unsuccessfully use this totally useless system - whoever dreamt the idea up in its current format should be publicly executed.

1 TRUSTPILOT (1★)

★★★★★

Caroline Northern Bitch • GB • 1 review • 1 Apr 2025

Impossible to use , you just go round in circles

Today is an appropriate date for this review because PATCHS IS A JOKE! Absolutely useless. I just want to book an appointment and my surgery demands we must use this patchs for it because they no longer book by phone. IT MAKES NO SENSE AT ALL. There is no actual option to book an appointment , asking for help with a problem is impossible (nobody replies) and if you are unwell you don't want to be faffing about messaging someone who doesn't even respond. It's very inconvenient . I'm going to have to change surgery to one who doesn't force this rubbish on people, no regard for people who don't have internet access or can't use it , everyone doesn't have someone to help them and frankly, even a technology expert would struggle with it. . God help people who have learning difficulties and old people trying to use this rubbish, it seems as though they're deliberately making it difficult so they can ' push people off'.

1 TRUSTPILOT (1★)

★★★★★

Paul • GB • 18 reviews • 21 Mar 2025

You need to change this ASAP

I think it is the worst messaging system possible. You are forced to follow each step before sending your actual message, most of which are completely irrelevant to why you are messaging.

1 TRUSTPILOT (1★)

★★★★★

Adrian Inman • GB • 1 review • 17 Mar 2025

Forced on by medical practice to access...

Forced on by medical practice to access services on their schedule. Now receiving SPAM text messages for medical trials as a result from the practice itself. POOR

1 TRUSTPILOT (1★)

★★★★★ M reit • GB • 6 reviews • 13 Mar 2025

It's just another barrier

It's just another barrier. The best is to book appointment on line and not to start a "consultation process"

1 TRUSTPILOT (1★)

★★★★★ Chris • GB • 5 reviews • 5 Mar 2025

Is Patches confusing on purpose? 😞

What a nightmare to use. Round in circles and way too confusing to navigate. I use many IT systems for work and personal, and never had something so complicated to find what you want. I feel sorry for older people trying to access medical care through this maze 😞

1 TRUSTPILOT (1★)

★★★★★ Skeptik • GB • 7 reviews • 12 Feb 2025

Unlikely ever to need this but....

Unlikely ever to need this but despite the NHS «approval» have noticed the website has the country code .ai which is Anguilla, a long way from the UK and one of the directors lives in the Gulf.

1 TRUSTPILOT (1★)

★★★★★

jamoblueyonder.co.ukgttempacou • GB • 1 review • 10 Feb 2025

Always unavailable or problems with...

Always unavailable or problems with site 🚫 try again tomorrow 🤷

1 TRUSTPILOT (1★)

★★★★★

Adam Jones • GB • 5 reviews • 10 Feb 2025

Grateful but frustrated and disappointed

I'm grateful to be able to contact my GP online at all, but the PATCHS system is extremely poorly designed. Standard design practices are either absent or implemented very badly. For example, after every message I submit, the page reloads and view moves to the top. I have to scroll down to find my place. Then, 1 second later PATCHS sends a reply, which makes the page move again. Probably the 1 second delay is simulated to make it seem like a human interaction. This is a poor joke, as nothing about the frontend implementation is anything like existing chat software. Overall it feels unprofessional, like a student project made by people who lack experience in real world software applications. Why this experiment would be forced on vulnerable users I have no idea.

Brenda TRUSTPILOT (1★)

★★★★★ GB • 36 reviews • 21 Jan 2025

Patch's works well but GP practice...

Patch's works well but GP practice don't respond. I cancelled my request in a phone call 28 hours later. What's the point not saving any time or resources?

1 TRUSTPILOT (1★)

★★★★★

Michael • GB • 93 reviews • 15 Jan 2025

Patches.Whichever platform I use

Patches.Whichever platform I use, Patches, NHS or my Surgeries I am returned to my past Doctors surgery which I left a year ago. Nobody seems able to advise or sort. Patches number 0203 968 7800 is either not answered or if so by particularly uncaring robotic staff who at best give an e mail, support, etc, etc which fails. I believe this is a US based company? If so the flowery message of support and actuality make sense.

1 TRUSTPILOT (1★)

★★★★★

Michael W • GB • 1 review • 2 Jan 2025

Terrible

Terrible, GP surgery forcing my mother in law to use this to book an emergency appointment. Ridiculous and irrelevant set of questions for her. Luckily we were here to help.

1 TRUSTPILOT (1★)

★★★★★

Mr Wiliam Parisutham • GB • 1 review • 20 Dec 2024

My experiences of contacting my surgery in times of real need

Can't recall dates. Since first using patches for this episode, subsequent request via patcheschaf been largely ineffective. A vulnerable patient/lv in need of essential meds had to ring surgery,(issues with long virtual queue) and dispensing tesco pharmacy who was extremely helpful. Reception staff need more customer training, tick box responses stresses me more. Got to listen to patient! Needless to say I have been patient and professional in my interaction even when one responderrefused to identify herself On a positive note the first GP intervention was helpful but he failed to review as expresses. 2nd and 3rd Gp intervention excellent listen to my symptoms and offered save help albeit symptoms persist but they tried their best. This is the the first time I have done to show professionals my journey and experiences to my recovery. I appreciate nhs is stretched however a little care and compassion is not costly but employ people whose work ethics are humane and train them to listen, speak clearly(I'm a 73 doddery but intelligent individual) and treat a potential with respect and dignity. I hopeci won't be subjected to discrimination or penalised for raising these honest experiences. I am happy to be interviewed. I hope the telephone interactions are recorded for training and safety.

1 TRUSTPILOT (1★)

★★★★★

Lynne Thornton • GB • 4 reviews • 17 Dec 2024

i asked for an emergeny appointment on...

i asked for an emergeny appointment on monday at 8.20am never got an appointment said they were too busy i should go to urgent care tried again this morning they never offered me 1 until after i had phoned 111 2 times and they got intouch then i got 1 It used to be you phoned asked for an emergency appointment and you were told time and day there and then,now you must wait for 1 of the nurses to read your request and they decide weather you can see a doctor and this can take up to 48 hrs by the time the nurse has done this the only thing the doctor will be good for is signing my death certifcate

1 TRUSTPILOT (1★)

★★★★★

NAFEESA TALBOT • GB • 2 reviews • 2 Dec 2024

Unable to reach the the GP by phone in...

Unable to reach the the GP by phone in order to book an appointment or discuss my symptoms. Its a lottery to contact the GP before all the slots are full. My opinion is that Patches system is a step backwards.

2 TRUSTPILOT (1★)

★★★★★

Shelley Sle • GB • 1 review • 27 Nov 2024

Patch's itself is really good, shame about the GP surgery staff

Patch's itself is really good but the people reading the messages unfortunately do not read them correctly and like to close off requests before anything has been actioned. This has happened every time and because the request is closed there's no option to respond, meaning a second request has to be made. That is more about the staff at the GP surgery than the systems however, and if they took proper notice of the request then the system would be ideal

1 TRUSTPILOT (1★)

★★★★★

Ali • GB • 4 reviews • 12 Nov 2024

Worst application which i have seen in...

Worst application which i have seen in my entire life, middle of answer to the questions gone off and it is about one year i couldn't see any GP about my health.

1 TRUSTPILOT (1★)

★★★★★

Unsullied Barge Pole • GB • 11 reviews • 7 Nov 2024

Confidence Lost in Patches due to Unanswered Messages That Have Disappeared

On 21 Oct 24, I hastened my GP for test results. That message has not been answered. It has disappeared from my messages box. On 9 Oct 24, I agreed to go on a 2 hours' course at my nearest hospital about my newly diagnosed condition. I was required to have an appointment at that hospital for a test related to that condition. I expected my GP Surgery to ring me to agree dates and times. My hastener, on 25 Oct 24, is also unanswered and has also disappeared. Today, 7 Nov 24, I have hastened the 25 Oct 24 message and I am about to hasten the 21 Oct 24 one. I am not confident that today's 2 hasteners will fare any better.

1 TRUSTPILOT (1★)

★★★★★

Mark Kendall • GB • 2 reviews • 5 Nov 2024

Worst system in the world,it's so bad I...

Worst system in the world,it's so bad I believe they have implemented it to get the population down. I have now completely given up on it and have gone private though work it's not right .

1 TRUSTPILOT (1★)

★★★★★

customer • GB • 6 reviews • 24 Oct 2024

Amazing supporting understanding...

Amazing supporting understanding always on time schedule

1 TRUSTPILOT (1★)

★★★★★

AcidCasualEightyEight • GB • 30 reviews • Updated 9 May 2025

Abysmal, Atrocious And Not Fit For Purpose, ?

I don't know were all these good reviews of patches have come from (probably got paid to write them for the company) Has I find it to be abysmal, atrocious and not fit for purpose, When trying to contact my Gp's practice Henry Moore in Castleford, Uk, They just ignore it for say 2 weeks then send a e mail saying it has been closed, Why as it been closed nobody as contacted me about it, No phone call or face to face with a Gp so why close the request, As anybody looked in to these global companies, its a company that owns a company that owns a company, and why 3 name changes over a 4 years period, Patches Health is the trading name of Spectra Analytics Limited, who is owned by TELUS HEALTH (UK) LTD who is owned by Telus In Ontario,Canada, Just Look in to there board members there a Sir, an Ex BBC Director, Say no more about the BCC.. Jimmy Savile ...ect Who in English government and the crumbling NHS gave the contract to them, I take it they was the highest bidder OR CHEAPEST

1 TRUSTPILOT (1★)

★★★★★ Julie • GB • 7 reviews • 20 Oct 2024

Patches does not let me log health...

Patches does not let me log health problems 24/7
 Madness that I'm forced to only have a health problem during my GP practice office hours. Why can't I submit a request at 11pm for my GP to pick up next day? Why am I forced to work the same hours and only be ill during GP opening times?

2 TRUSTPILOT (1★)

★★★★★

Sean Coppinger • GB • 41 reviews • 16 Oct 2024

Still not fit for purpose

Still not fit for purpose. Tried to book an x ray today at 3pm, practice closes at 6pm. I don't need an appointment, simply an email to my gp to email the hospital. Bit patches is full? W T F?

1 TRUSTPILOT (1★)

★★★★★

pauline cook • GB • 2 reviews • 8 Oct 2024

Just spent an hour trying to get this...

Just spent an hour trying to get this app to recognise my illnesses. How can when you say you have had your oesophagus removed due to cancer does it come up 'your request is about a bad back' so you change your answers and it says your request is about copd. So you carry on answering inappropriate questions. Submit request inky for it to vanish into cyberspace. It had the cheek to ask me my score on gp service. Just to get in touch with gp would be a miracle. The the app asks what you think of patchs. My answer was crap.

1 TRUSTPILOT (1★)

★★★★★ C m • GB • 13 reviews • 5 Oct 2024

Ridiculous and not fit for purpose

This is such a poor way to make appointments. It is not convenient at all as you can't use it out of working hours. I understand if you are trying to get an emergency appointment but if you need an appointment that is not an emergency you should be able to use the site to book out of surgery hours. Not everyone has a job where they can have their phone on during the day to fill out an endless form which is pointless. I work in a school and can't just do what I like when I like. The site also closes at lunch time! It also does not give you the option of appointment times instead you have to wait for that text telling you to come in at a certain date/time and then you have to call anyway to try to change the time to fit around your work or as close to. GP direct had a much better system before with patient access, I don't know why they changed it.

1 TRUSTPILOT (1★)

★★★★★

George georgiou • GB • 3 reviews • 20 Sept 2024

Received the exact same text message...

Received the exact same text message from Patchs 6 times. Surely this system can't be trusted.

1 TRUSTPILOT (1★)

★★★★★

Consumer • GB • 1 review • 20 Sept 2024

This is the worst a.i I have ever used

This is the worst a.i I have ever used. It makes booking long and over complicated. All I needed to book was a blood test the drive asked for. Unable to do so ended up phoning. But got PATCHS again the phone system is even worse. How are you supposed to manage if you have learning difficulties

1 TRUSTPILOT (1★)

★★★★★

Malcolm Shaw • GB • 5 reviews • 18 Sept 2024

Booked an appointment through the NHS...

Booked an appointment through the NHS app(patches) received confirmation by text. Turned up for my appointment and was told the surgery had not received instructions that an appointment had been made for me. Apparently it's happening a lot. I won't be using patches again.

2 TRUSTPILOT (1★)

★★★★★

Sandie Simonis • GB • 7 reviews • 16 Sept 2024

Patchs is not a patch on making a telephone call.

If you do not get onto the system at 8:00 a.m. you are likely to be told it is full for the day and to come back tomorrow! If a Friday then call back on Monday! You cannot even leave a message! Not everyone is up and able to go online at 8:00 a.m. precisely. Insomniacs might finally be asleep, some people will be on their way to work possibly driving, others will be at work and others sleeping or returning from a night shift. Is the assumption that if you need to see a doctor you are not going to work?! Parents might be taking children to school or at least preparing them for the day. Not everyone can use a computer. There appears to be no flexibility. On one occasion I rang 111 after not getting through on Patchs and they made me an appointment with the doctor for about 9:30a.m. the same day! So the appointments exist but access to them is made very difficult. If ill you neither want to nor are able to jump through hoops to see a doctor. The system might suit the doctors but it does not work for a number of their patients.

3 TRUSTPILOT (1★)

★★★★★

gj janacek • CH • 16 reviews • 16 Sept 2024

Just another infuriating chatbot

Just another infuriating chatbot. I have just sent me messages to see but I can't as I have the wrong email address. Good thing other people, like my surgery manage to mail me. Who let this out into the world?

2 TRUSTPILOT (1★)

★★★★★

ukbeegee • GB • 14 reviews • 12 Sept 2024

Disgraceful experience

Absolutely appalling ! You get 2 minutes at the start of the day to log a request or appointment, after that a message comes up saying " it is unavailable due to reaching their safe capacity limit" . What does that even mean ? If its an online system why do they have to have a limit ? You should just be able to go in and leave a message or book an appointment like any normal efficient system . This is simply not fit for purpose. I was then waiting to get through on the phone for over 3 hours then gave up !! I am afraid doctors' surgeries do not exist anymore, there is no point in registering with them.

2 TRUSTPILOT (1★)

★★★★★ Julian • GB • 95 reviews • 6 Sept 2024

Absolutely rubbish and useless !!!

Absolutely rubbish and useless !!!! STOP forcing people to accept this online NHS system !!!! We don't want it !!!! We don't need it !!!

4 TRUSTPILOT (1★)

★★★★★

Julie H Julie H • GB • 3 reviews • 6 Aug 2024

Very difficult to setup and fails to work.

Very difficult to setup and once there the system is useless as it appears that PATCHS requests become filled. I'm then left to call my GP who advises me to use PATCHS to order prescriptions. Here's the message I receive at 8am and 4pm today. Group Practice is currently unavailable for health problems on PATCHS. They will next be available tomorrow at 07:30. We have now reached full capacity for online submissions and PATCHS is now closed. We will reopen tomorrow at 7:30am.

2 TRUSTPILOT (1★)

★★★★★

les chapman • GB • 34 reviews • 6 Aug 2024

My GP carlton house enfield

My GP carlton house enfield, is NEVER available via this app just logged in at 8.30am Tuesday, message is not available until 7.30 Friday.,

3 TRUSTPILOT (1★)

★★★★★

Samule Hunt • GB • 2 reviews • 5 Aug 2024

Terrible app just make it harder to get...

Terrible app just make it harder to get any sort of results, in all honesty it's just further proof the nhs is broken we can't even talk to a doctor when we need one

3 TRUSTPILOT (1★)

★★★★★

Peter Dansie • GB • 13 reviews • 2 Aug 2024

District Nurse response and attitude

Glenroyd Medical Centre reception staff and Dr Khalid's performances, courtesy, attitude, advice, fast response time and overall service was simply outstanding. I was under the impression that a nurse would see me within a couple of days, regarding an assessment and issuing of medical creams and dressings. After 5 days I heard nothing from any nurses, so I went into patches and also found no referral had been made. I then made a separate referral and told the practice I would be visiting in about an hour to check if any dressings or creams had been put to one side to pick up. There was nothing and whilst at the reception a female District Nurse (DN) rang. Overall, I found her attitude, manners, overbearing interruptions and seemingly "couldn't care less attitude" very disconsoling, which left me astonished, especially compared to the extremely helpful reception staff and Dr Khalid. My basic options were to agree to an appointment (home visit) in 3 weeks, go to a "Walk-In Centre", or cancel. I booked the appointment I also highly extoll the virtues and amazing helpfulness from the Duty Pharmacist, Mona, at Cohen's Pharmacy, where I bought dressings and creams. I sincerely hope that the rest of the DNs in the practice are better. The DSs in my previous practice (Over Wyre) were superb. Maybe I caught this one on a bad day.

2 TRUSTPILOT (1★)

★★★★★

Tony North • GB • 17 reviews • 2 Aug 2024

I was forced to create an account

I was forced, by text, to create an account, by my health centre. An hour later I managed to complete the endless repetition. Since then I have NEVER been able to get past the start screen. The system is ALWAYS down!! How on earth is this supposed to actually HELP anybody? This system is damaging BOTH my physical and mental wellbeing. Yet another waste of taxpayers money.

4 TRUSTPILOT (1★)

★★★★★

Sean Coppinger • GB • 41 reviews • 24 Jul 2024

Absolute fing garbage

Absolute fing garbage. Doesn't work on several browsers. Isn't available out of hours (why make an email system unavailable out of hours?). Why not just use the telephone. This is just an excuse for GPs to fire clerical staff.

4 TRUSTPILOT (1★)

★★★★★

Consumer • GB • 3 reviews • 17 Jul 2024

They never get your repeat...

They never get your repeat prescriptions done on time and when you call up to see why you get told to wait a few days they never understand when you say you have ran out they simply repeat it will be done in a few days I'm on anti psychotic medication and I even stated on a previous phone call that if I was hospitalised due to not having any of my medication I would be taking it further I have drafted a letter to the secretary of health and will be sending it as this needs ATTENTION

Omair Khan TRUSTPILOT (1★)

★★★★★ GB • 5 reviews • 15 Jul 2024

Patches is the most useless system

Patches is the most useless system. It is impossible to get an appointment unless you contact them at 8am. Many a times even by 8am there are no appointments available. The system is broken and in urgent need of repair. In fact replacement would be more appropriate

5 TRUSTPILOT (1★)

★★★★★

Marie Griffiths • GB • 1 review • 13 Jul 2024

Absolutely rubbish system...

I can't understand how 80 odd % think this is a wonderful service. Every time I log in the service is closed. Even in working hours you are told the quota forth day us full. I DON'T CARE. Let me make an appointment for the next day or even next week but no. I must log in again tomorrow at 7am. Absolute rubbish. No wonder A &E is over run. Award winning??? Who gave the award I wonder. Just a ploy to make those who can afford go private. Also, date of experience is not just 13/7 it's every time I have to use this system.

4 TRUSTPILOT (1★)

★★★★★ p • GB • 6 reviews • 4 Jul 2024

Patches does not allow you to enter a preferred number to be called on

GP practices will only call one number. Unfortunately the preferred contact number on patches is defaulted to the mobile number. My practice try and call me on my mobile but I live in an area of poor mobile reception and calls don't get through and my call is closed. It is mandatory to enter a mobile number on Patches, so you won't get healthcare if you don't own a mobile - discriminatory. I am being deprived care because of this useless system - should be withdrawn from the market until this is sorted out as you shouldn't be deprived healthcare because you live in an area of poor mobile reception or don't own a mobile. Healthcare should be easily accessible by all.

4 TRUSTPILOT (1★)

★★★★★

Jean Claude Van Damme • GB • 1 review • 25 Jun 2024

This is a completely inflexible system...

This is a completely inflexible system which absolutely adds another obstacle to getting a doctors appointment.

1 TRUSTPILOT (1★)

★★★★★

Phil Huby • GB • 1 review • 23 Jun 2024

Used patches to request an appointment...

Used patches to request an appointment at 8 am last Thursday to try and avoid the 8am telephone scramble. 4 days later, I am still waiting for the surgery to contact me. Not sure if it's my surgery but I cannot see the benefits of this system if you then have to follow up the request with a phone call.

3 TRUSTPILOT (1★)

★★★★★

KIERAN jay • GB • 129 reviews • 10 Jun 2024

A lot of these positive reviews need...

A lot of these positive reviews need investigating ... patches is the most difficult platform I have ever used

1 TRUSTPILOT (1★)

★★★★★

Elisabeth Wlliams • GB • 1 review • 10 Jun 2024

Completely useless

Completely useless. It's open for appointment bookings between 7.30 and 7.31 and there are 10 million hypochondriacs poised at 7.30 for the handful of appointments dished out.

3 TRUSTPILOT (1★)

★★★★★

Lindsey Jane • GB • 1 review • 25 Apr 2024

ridiculous system I put a request on...

ridiculous system I put a request on for my child at 8am heard nothing so 2pm I called to be told because my kids were on my patchs and ny husbands patchs the request hadn't been sent through where does it tell us this why does it allow us both to add the children to our accounts if needed!! I need them on my husbands aswell incase I'm at work and unable to answer the call!!

3 TRUSTPILOT (1★)

★★★★★

Christine Robinson • GB • 1 review • 22 Apr 2024

Patches request on Thursday to Doctors...

Sent in a Patches request on Thursday the 19th of April after my mother elderly fall, we are now on the 22nd of April and I am still waiting for a doctor to call me. My mother has now had another fall reported by the home help emergency call system and is now in hospital with a broken shoulder. This as such is Patient Neglect and someone should be reprimanded for this as a minimum.

4 TRUSTPILOT (1★)

★★★★★

Pink • GB • 65 reviews • 17 Apr 2024

Another obstacle to getting medical helps

The system is only open for a few minutes each day - and then closes down. When you finally get through after a week of trying there are no appointments. Complete waste of money - better to employ more Drs than waste money on useless IT. Did you know AI stands for "Artificial" intelligence ! Nothing intelligent about this system and the folk that hide behind it.

4 TRUSTPILOT (1★)

★★★★★

Stephanie jones • GB • 3 reviews • 17 Apr 2024

have just tried to make an...

I have just tried to make an appointment for my partner but as he doesn't have an email I have used mine , which states I can't use for my partner as I use the same email for Patches for my doctors , so back on the phone for me .

2 TRUSTPILOT (1★)

★★★★★

Hungry Boy • GB • 76 reviews • 14 Apr 2024

Useless

It's just as useless as trying to get through to the Doctors ! A COMPLETE WASTE OF TIME

2 TRUSTPILOT (1★)

★★★★★ John S • GB • 7 reviews • 9 Apr 2024

Very poor software

This software is very poor, either as written or as configured for my GP practice. In this day and age not providing 24 x 7 access to this software is frustrating - people need access day and night. As other reviewers have mentioned, having to connect to the software at 08:00 and, if later in the morning often being told that all the 'slots' have been taken and to try again at 14:00 or tomorrow is infuriating. My GP resists being contacted by phone or email and attempts to drive patients to Patches. The software design appears to assume that all requests are of similar 'weight'. Today I wanted to book a low priority telephone appointment in, say, two weeks time. Patches, or the configuration doesn't allow that. In addition, presumably to support the AI approach, there are only tick boxes and no fields where the patient can type in important info about what is wrong. As an ex Management Consultant and Software QA Engineer I cannot believe that this program is the best we can do. My advice to my GP practice is to find a competitor which offers more functionality.

4 TRUSTPILOT (1★)

★★★★★

frequent shopper • GB • 9 reviews • 9 Apr 2024

By 9am you can't even submit anything...

By 9am you can't even submit anything for a service that opened at 8.30am, when I have managed to submit I've heard nothing until 5pm when I've received contact from the wrong people for the wrong thing. This feels deliberately bad.

2 TRUSTPILOT (1★)

★★★★★ Andrei • GB • 3 reviews • 7 Apr 2024

Are we deliberately making healthcare inaccessible? / GDPR issues

User Experience is my day job and I have to say we're severely missing the mark on providing accessible healthcare if we are limited to the options like PATCHS to simply book an appointment. When I called the surgery I could only get an appointment in 2.5 weeks time. By this time my health may have deteriorated or complicated further or I might be wasting everyone's time if I've recovered. My second option, I'm advised, is to use the online PATCHS system to be 'seen quicker'. Clearly a negative motivator, given the alternative timelines, to use PATCHS. Using PATCHS I counted 16 steps and 10 minutes before I could submit a 'request'. It was unclear to me if, as I was advised, this was how to book an appointment or if a 'request' was part of the process of booking an appointment. After calling the surgery again, I was told I needed to wait after submitting a request for someone to call me at some point within the next 48 hours. I received contact from someone on the PATCHS chat later requesting verification of my address which, if I provided this, PATCHS told me it would be uploaded to my medical record(!?)... Why would my GP need to see my council tax bill on my medical record 😞. This is not only a privacy issue but a breach of GDPR regulation. Naturally, I asked so submit this another way, but looks like for now we're constrained by a system that can't intelligently predict every conversation a Medical Centre might have. Irony! Update: PATCHS, despite being an online service provider, closes shop at the weekend and prevents any requests from being sent. I understand staffing operating hours but that shouldn't stop me submitted a request like other help desk services. Bottom line: As an end-user, the whole system feels like it has been designed to reduce contact with the GP which defeats the principle of accessible healthcare. I may be wrong, but there is so much scope for improvement here, but as far as I can see, there's no change since I had to start using it and likely no motivation to change as they probably have a comfortable monopoly with the NHS. And to be fair, the GPs working in my healthcare centre are brilliant, and I've always received great care, support, and advice. I just wanted to share my patient journey here as I can't believe the digital barriers I'm witnessing to be seen, heard, and cared for. I hope someone can address these issues or propose a better service provider in the near future.

2 TRUSTPILOT (1★)

★★★★★

Suzanne O'Brien • GB • 9 reviews • 18 Mar 2024

Don't like it

Don't like it. Feel like it's choice-less. How am I supposed to soothe my child and write an email? the phones worked fine before. These novel DIY assessments are not what the NHS was originally built for. It's a major fail. Walkin and hospitals are rammed as a result. Doctors used to do home visits too, so if healthcare is oh so efficient now with this dumb app, then maybe home visits could be reintroduced...

3 TRUSTPILOT (1★)

★★★★★ Lynne • GB • 9 reviews • 17 Mar 2024

Couldn't get to the Landing Page after logging on

Well at my GP practice this system is absolutely useless. Rang first to make an appointment waiting in the queue, finally got through then I had to tell a complete stranger about my personal health issues. Then I was told my GP had requested a Face to Face appointment and I had to follow a link to make the appointment. Followed the link and had to register with Patchs and all I got was an information page. No option at all to make an appointment. It was not the Landing Page as described in the information sheet. Tried again and I was just going around in circles!! I then rang up to explain this only to be told there were no appointments left and to ring the following morning at 8!!! Tried to ring at 8 and kept getting cut off. Tried the link again that was available for 10 days and got a message to say 'merged patients cannot log into Patchs". What? I am slowly losing the will to live!!

3 TRUSTPILOT (1★)

★★★★★

Elizabeth • GB • 10 reviews • 12 Mar 2024

Yet another useless gimmick

Yet another useless gimmick. It is 10am and Patchs is closed because it's reached its limit!!! How is this anymore helpful than all previous attempts to fob of patients. I want to be able to contact my GP when I NEED to not when it's convenient for some computerised system.

4 TRUSTPILOT (1★)

★★★★★

fran dawson • GB • 7 reviews • 5 Mar 2024

Genuinely useless

This service is just rubbish (unless it's just my GP service which is definitely rubbish). Sign up to Patchs, verify your email, login, make a request for yourself, and..... nope, it doesn't let you make a request, just sends you back to the start. After ten times of trying here I am back in the usual 40 minutes (if you're lucky) telephone queue, because PATCHES DOESN'T WORK. Now adding more - thought I'd try again and guess what, it now doesn't even recognise my password or email address as a valid account. Welcome to the NHS people.

5 TRUSTPILOT (1★)

★★★★★

Georgina • GB • 16 reviews • 2 Mar 2024

Out of the blue

Out of the blue, received a 'no-reply' email from 'Patchs' purporting to be conveying a message from my GP surgery, suspicious, so did a little digging, strong smell of 'big data farming' here. GP surgery had no right to pass my contact details to this company, without my consent. The email wanted me to click on a link in order to read the message, but seems that if I did so I would automatically be opted in to their system, and be giving on-going access to my confidential medical records. I ignored it, but then they pestered with a reminder, so I blocked the sender, any future messages will be treated as spam. Another NHS waste of OUR money. Why can't GPs just get off their backsides and do the job they are being (handsomely) paid to do, without all these silly barriers and diversions?

4 TRUSTPILOT (1★)

★★★★★

David • GB • 8 reviews • 1 Mar 2024

Data farmers.

Another layer of bureaucratic red tape between the Dr and the patient. IMO this company is just another useless NHS "provider" who are in the business of data farming to sell on to "carefully selected third parties"; in other words, anybody who will pay for it. Why are the Dr's using this company ?; are they getting a cut ?.

7 TRUSTPILOT (1★)

★★★★★

Rosie • GB • 41 reviews • 26 Feb 2024

Hopeless where I live

I'm not sure it is PATCHS that's at fault as when I can get to fill a form in it works OK but my surgery keep closing it off telling you to try at a specified time but when you do you get the same thing and can never get anywhere. I tried on a Friday mid morning as was quite unwell and had been for a while. It told me to try at 13.00. I did that and was told they weren't taking any more requests and to try 7.00 on Monday. I did that. Logged in and started filling in the form but got cut off and message came up saying they weren't taking any more and to try 9.00.

1 TRUSTPILOT (1★)

★★★★★ CB • GB • 1 review • 20 Feb 2024

One can only submit requests during GP...

One can only submit requests during GP opening hours which is impractical for non urgent requests. Requests get triaged by an external team that does not know the patient history. What they deem non urgent and standard results in an average 3 week waiting time for an appointment with no context of patient history. Surgery reception seems unable to do anything about it if one is unhappy with the triage result. Frustratingly robotic questions. I have no idea who is reading anything I am typing, whether they are working from home and how my data is being handled, especially when photos attached. What happened to just calling your GP for an appointment and seeing a doctor. An unnecessary additional step one is forced to take which only benefits the GP's who think they are triaging their patients better and employing less receptionists. Also concerned that the resulting number of phone consultations resulting from Patchs will miss off other unrelated medical issues which would be picked up in person. I have no idea who has written the 5 star reviews as all I can see is one one-star review after another.

Graham TRUSTPILOT (1★)

★★★★★ GB • 6 reviews • 15 Feb 2024

Waste of time and NHS money

I still cant see a user menu, all I get is the appointments page. I used to be able to see my test results for two years now I can't see any.. . The help button just tells you how great they are. Finally found an email address to report the problem. The terse response, 'tell your GP practice., in spite of the very many messages on Patchs website saying'dont contact your practice for Patchs issues'. Their triaging is also complete nonsense viz, 'what are you doing about it ?' 'what caused this ?' Very amateur interface. Let me suggest a better one.

2 TRUSTPILOT (1★)

★★★★★ JOHN • GB • 31 reviews • 8 Feb 2024

Assumes that I have a Smart phone

This system assumes that I have a Smart phone ,I have a mobile phone so I get a text message that cannot be deciphered other than it is from the patchs.ai . What is the point? Total waste of time for me ,so no I do not use this system.

1 TRUSTPILOT (1★)

★★★★★ La • GB • 1 review • 7 Feb 2024

Another process wasting NHS money

Another process and additional waste of money to the NHS. What is the point in having this if a person then has to review it, it is not cutting out time its taking up more time adding this extra process in. And by providing a service that can only be accessed on a device is alienating the elderly. My GP surgery has started to use this process so even if you get through on the phone they fill a patches out which is adding another process by it then sitting in the balance of the decision for a gp whom is going off of a few select words that the call handler has chosen to write down. When I have filled the patches form in myself and i am notified a response would be made within 48hours. I call after this time and noone can see my request and apparently patches had "gone down" that day. What an absolute waste of money...!!! There is also no way of replying to a response. So if a response is made to your patches request the request is closed without even asking if that resolved the request or allowing the person to send a response. Not user friendly at all...!!!

2 TRUSTPILOT (1★)

★★★★★

Neil Pascall • GB • 31 reviews • 5 Feb 2024

Not fit for purpose

Not fit for purpose. I tried calling my GP multiple times, but kept being told the phone queue was full. So I decided to register with Patchs because I was told I could contact my GP through them. This turned out to not be true. I can't contact my GP through patchs. I have tried repeatedly to log into Patchs, but they say my password was wrong. I have only just set up my account and I know exactly what password I used. The email I received telling me I now had an account with them asked me to leave feedback, but I couldn't log in, so I couldn't tell them how useless their service is.

Ignacio Rocco TRUSTPILOT (1★)

★★★★★ FR • 1 review • 3 Feb 2024

Yet another barrier between patients...

Yet another barrier between patients and doctors. Why surgeries use this? To get the same amount of money from NHS while working less.

1 TRUSTPILOT (1★)

★★★★★

B Lonsdale • GB • 16 reviews • 30 Jan 2024

Not suitable for humans

This Patches system is inadequate. The 8 o'clock telephone rush, has now been replaced by the 8am and 2pm Patches rush. Since the system 'reaches capacity' very quickly you are in exactly the same boat as when you rang up for an appointment! Not only has this system eliminated older people who have not kept up with technology, but it has made it just as difficult to get an appointment. The software seems to work pretty well but that is just not the point. One deficient system has been replaced by a more irritating deficient system, which further disadvantages the people most likely to become unwell. It would almost be a funny Orwellian joke if it wasn't so tragic. These systems are not just things that are 'happening'. They are the result of a deliberate decision by somebody. It's rather like Horizon and look how well that turned out.

4 TRUSTPILOT (1★)

★★★★★

Fuz • GB • 7 reviews • 25 Jan 2024

The system is rubbish

The system is rubbish. Nothing wrong with what we used before. More difficult to get an appointment now since Patchs than before. False information saying you can make an appointment when you never can. The times they make it available is not suited to people who work. Get rid of it.

3 TRUSTPILOT (1★)

★★★★★

Christopher Hayes • US • 4 reviews • 29 Dec 2023

It is out right junk.

Phileas Fogg TRUSTPILOT (1★)

★★★★★ GB • 11 reviews • 22 Dec 2023

Rubbish system

What a farcical system to try and get a doctors appointment via, 10 stupid questions, e.g. What do you think is causing your symptoms?....how the hell do I know that's why I need to speak to a doctor. This is just another way to steer people away from getting medical attention

3 TRUSTPILOT (1★)

★★★★★

Alan Lotinga • GB • 2 reviews • 19 Dec 2023

My wife keeps trying to reorder vital...

My wife keeps trying to reorder vital repeat Alzheimer's medication for her father. She is registered as carer and has PoA for both her Mum and Dad. Our primary care surgery is very poor, unhelpful and responsive. So my wife is totally reliant on Patchs. But despite trying all day to sign in to order the medication the site continues not to recognise her password previously accepted on numerous occasions and when trying to reset the password the Patchs system fails every time to mail her back with reset instructions. NHS- if you are increasingly expecting stressed out people to kry things online can you please make sure your systems work and our responsive?

2 TRUSTPILOT (1★)

★★★★★

Sharon Robinson • GB • 1 review • 15 Dec 2023

Still waiting for response

Posted on Patchs on the Tuesday, easy to set up and use, but by Thursday no response from Surgery. Called and receptionist said he had found my message and would pass it on???. Over 48 hours now and still waiting for a response for pain meds. So Patchs idea may be good, but not if your GP surgery is not responding to requests.

1 TRUSTPILOT (1★)

★★★★★

Pink • GB • 65 reviews • 15 Dec 2023

Trying to make a simple appointment

Trying to make a simple appointment. Fill in 10 lines of silly questions - and then get back, a day later, an inappropriate response from, I presume, from a receptionist ! Best we go back to waiting 1 hour on the phone every morning. What a complete waste of our time and taxes.

1 TRUSTPILOT (1★)

★★★★★

parus mani • GB • 1 review • 16 Nov 2023

Pathetic service not a service to serve...

Pathetic service not a service to serve but to defer providing service... I was in the bathroom when the clinician from the surgery called and so I missed the call; she couldn't call back, I had to go through submitting a new request and wait 48 hours all over again ...it is pathetic 😞 not at all a service to serve its a way to avoid service, atrocious and impersonal for the elderly, a total farce!

Lynne Roberts TRUSTPILOT (1★)

★★★★★ GB • 1 review • 15 Nov 2023

Awful

Awful. When I finally worked out the relationship between my NHS login, Patchs and my GP surgery I managed to get in. Only to find Patchs unavailable, in other words turned off. Waited 25 mins on the phone to the surgery, a line that was so bad she had to call me back. Patchs "turned off" because of high demand! What on earth is the point of having the system if you're going to turn it off? Call back tomorrow at 8am with the rest of the population and get one of the very few appointments available in 2 weeks' time. This government has destroyed our NHS.

Philippa TRUSTPILOT (1★)

★★★★★ GB • 23 reviews • 10 Nov 2023

Expect Nothing

I entered my message, answered the same questions from the practice. Than nothing, absolutely nothing. Over 3 weeks later, still nothing. I'd have better luck if I entered the lottery for an appointment.

Foolishness

gill yardley TRUSTPILOT (2-3★)

★★★★★ GB • 8 reviews • 29 Oct 2025

I need to talk to a doctor

I need to talk to a doctor

Amir Komarizadeh Asl TRUSTPILOT (2-3★)

★★★★★ GB • 4 reviews • 28 Oct 2025

They didn't give me a letter to home...

They didn't give me a letter to home office to let me invite my family due to my regular panic attacks

PT TRUSTPILOT (2-3★)

★★★★★ GB • 5 reviews • 24 Oct 2025

Unfortunately used by my GP practice...

Unfortunately used by my GP practice and has been nothing but trouble. Using it through the NHS app is a nightmare, you have 2 option to login everytime either "continue with patchs" or "continue to NHS login". It doesn't tell you which to use or the difference either. Both often lead you to a login prompt which either rejects known good passwords, says no such account or flatly just shows a blank screen. Sometimes (ie VERY occasionally) it allows you through without login prompt at all and sometimes it looks like it going to work only to fail. This 3rd party system has no doubt cost GPs and the NHS at large a lot of money by promising the world, only to prove itself a waste of time not fit for purpose.

martin taylor TRUSTPILOT (2-3★)

★★★★★ GB • 12 reviews • 26 Sept 2025

Patches is OK

Patches is OK. Doctors not so much. Marked as urgent. 2 days and still no contact. This surgery wants to look after their current patients, not take on new ones!!!

James TRUSTPILOT (2-3★)

★★★★★ GB • 51 reviews • 8 Aug 2025

I HAVE BEEN TOLD BY PATCHS THAT I AM NOT REGISTERED...

I HAVE BEEN TOLD BY PATCHS THAT I AM NOT REGISTERED WITH MY DOCTOR. MY DOCTOR SAYS I AM. IT IS NOT POSSIBLE TO GET PAST PATCHS TO REACH MY DOCTOR ON LINE I CAN ONLY RING MY DOCTOR. WHEN I TRY TO SEND A MESSAGE TO MY DOCTOR VIA PATCHS IT IS NOT SENT AS PATCHS SAY YOU ARE NOT REGISTERED.

Geoff Gunby TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 2 Jul 2025

I wanted consultation about a definite...

I wanted consultation about a definite physical problem but because I said it worried me I was offered treatment for anxiety.

Dave w TRUSTPILOT (2-3★)

★★★★★ GB • 186 reviews • 4 Jun 2025

Times you out after thirty minutes

Times you out after thirty minutes , spent some time trying to enter all my symptoms , so I could get an accurate response , then the session timed out , lost all my entered information

1 TRUSTPILOT (2-3★)

★★★★★

Denise Spencer • GB • 3 reviews • 21 Mar 2025

Today has been the first time that I...

Today has been the first time that I have been able to follow the instructions and the pages have actually gone to where are meant to, in the past when trying to write what I need to say, the typing would keep disappearing and it would just get lost somewhere and I would have to re-write it all again, and then wouldn't be able to find a send button to send, so I would end up giving up and not bothering, and now I have had recently had to have my daughter come over to help me do it. otherwise, I would just still be struggling.

David TRUSTPILOT (2-3★)

★★★★★ GB • 11 reviews • 21 Feb 2025

PATCHS

Patches is only as good as the GP practice concerned . It won't help you get a quick reply if the GP practice is struggling!

Bobbo TRUSTPILOT (2-3★)

★★★★★ GB • 12 reviews • 5 Feb 2025

Concept = great.... reality = shambolic

Patches as a concept is a great system, it is a secure platform where patients can see their ongoing (or resolved) health issues, fill in mental health or other health questionnaires, ask questions to the GP and communicate in writing, allowing time for both parties to respond in their own time... However, my GP practice has elected to "use it differently to other practices" their words not mine... they immediately close all requests without posting a message or any information on what will happen next, i'm constantly finding myself raising the same health problem over and over and over again, the GP seem unaware of my health issues because the reception staff have total control over the patches system, it is unfortunately open to abuse for negligent NHS staff and is not being used properly by some GP practices

Steve How TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 30 Jan 2025

Patch only available during the day

The patch system is not dependent on human interaction. A set of predefined questions are asked for you to respond to Ending with the message that you will be contacted. It is therefore unnecessary for the patch system to only operate during Daytime working hours. The system could operate 24 seven and if it did, it would be far far better. The fact that it doesn't means that it is almost inaccessible for those that work and do not have access to the system during working hours. I am such a person and I found myself in the unenviable position of ringing my GP practice who Were incapable of making an appointment for me and instead sent me a linked to The patch system overriding the fact that it was closed. What a ridiculous set of circumstances that clearly my GP practice have found necessary all because the patch system is not available 24 seven.

1 TRUSTPILOT (2-3★)

★★★★★ JC • GB • 19 reviews • 16 Dec 2024

I believe Patchs to be a deliberate barrier to accessing primary healthcare

Writing this review on behalf of a family member... Making a new appt for a new problem was reasonably straightforward and the MANY triaging questions made a certain amount of sense and we did get an appointment out of it. But we needed to get in quick at the start of business at 8.00am to catch the service while it was briefly open (before it closes down about 20 minutes after opening) - it took a few attempts over a number of days to get access - it opens at 8.00am and by 8.20am it is closed! Simply checking in a few weeks later to make a follow-up on the same problem (as suggested by the GP) similarly took a number of attempts over a number of days as it was only open for business very briefly in the morning on weekdays only. It was also extremely annoying and time consuming having to trawl through all the same questions as if starting from scratch even though I simply wanted to arrange a follow-up as advised by the GP. Patchs describes its mission as being "...to unite and simplify healthcare, making it more accessible to everyone – so that you can get the help you need, when you need it". In reality it seems to be set up primarily to make it as difficult as possible for patients to communicate with their GPs. I do not believe this is the result of incompetence or chance factors. I believe the deliberate and designed purpose of Patchs is to make it difficult for patients to contact health services. Because those services are underfunded and understaffed, Patchs successfully puts up barriers to patients which takes short-term pressure off those services while patients give up in despair and either don't bother (while their health conditions continue and worsen, causing more pain and suffering and more cost to the service in the long term) or they go elsewhere (private healthcare, walk-in centres or A&E).

1 TRUSTPILOT (2-3★)

★★★★★

Muriel Cornwell • GB • 4 reviews • 29 Nov 2024

Unacceptable wait for response to request for appointment

I put in a request for an appointment at 9.30am and still haven't had a reply at 12.30. Not good enough. It would have been quicker to phone or go to the surgery- at least you get an answer straight away!

1 TRUSTPILOT (2-3★)

★★★★★

Joshua J (City of London) • GB • 3 reviews • 19 Nov 2024

Patches is a small patch mainly for...

Patches is a small patch mainly for inbound messaging nothing else. It does not tell you your test results, ongoing test trends which are diagnostic for both patient & doctor, it does not tell you what appointments you have coming, there is no visible interactive messaging, there is no prescriptions list and there's no way to send your med history to another doc for a second opinion. Yes there are roundabout ways of doing all this, a clunky patchwork of services in separate silos run by NHS, the surgery appointments book, and patches. It is not a one stop integrated service like MyCharts by EPIC which does everything and proven by doctors and hospitals globally. The comparison is more like a pocket calculator vs Microsoft Excel. If you are a surgery faced with a choice, go with MyCharts, the time and effort saved will pay off.

B- TRUSTPILOT (2-3★)

★★★★★

GB • 2 reviews • Updated 18 Sept 2024

Patches is a better system than we had...

Patchs is a better system than we had before. Having said that I'm not sure that the message I sent a day ago was read properly and the outcome I was offered may be inappropriate. I have now had to contact them again about my problem. Frustrating is putting it mildly. As a former GP, this does not inspire confidence, but I know that general practice as a whole is under a massive strain. It's the "not reading or not understanding" that is so frustrating. (Communications using PATCHS on 17th & 18 Sept' 24

Dave w TRUSTPILOT (2-3★)

★★★★★ GB • 182 reviews • 28 Feb 2024

Never available for my gp

Most of the time I try to use this service it is not available for my gp service, it's getting as difficult as trying to get a doctors appointment

David Johnson TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 28 Feb 2024

patches

nothing went wrong but it makes yo anxious you are not going to finnish on time or like otherer times finnish in allotted tme but still dont get allotted appointment the system should be unlimited responce no how quick you can type

Guest Michael Fox TRUSTPILOT (2-3★)

★★★★★ GB • 4 reviews • 15 Feb 2024

Totally useless if you do not have a...

Totally useless if you do not have a mobile phone. Always requires a security code sent to mobile. When you get someone's agreement to use their mobile a security code is given and then you can tick a box stating remember this number. It never does so you have to go through this whole procedure again. A waste of time for those who are elderly with no mobile phone.

Nick Bailey TRUSTPILOT (2-3★)

★★★★★ GB • 14 reviews • 22 Nov 2023

Feedback is inadequate as does allow...

Feedback is inadequate as does allow appropriate comment. Like me today. Request marked COMPLETE- when it was not complete but had been passed on by nurse to doctor. And all the feedback options you offer me is the stars about good it is.

James TRUSTPILOT (2-3★)

★★★★★ GB • 50 reviews • 8 Aug 2025

I HAVE BEEN TOLD BY PATCHS THAT I AM NOT REGISTERED...

I HAVE BEEN TOLD BY PATCHS THAT I AM NOT REGISTERED WITH MY DOCTOR. MY DOCTOR SAYS I AM. IT IS NOT POSSIBLE TO GET PAST PATCHS TO REACH MY DOCTOR ON LINE I CAN ONLY RING MY DOCTOR. WHEN I TRY TO SEND A MESSAGE TO MY DOCTOR VIA PATCHS IT IS NOT SENT AS PATCHS SAY YOU ARE NOT REGISTERED.

Geoff Gunby TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 2 Jul 2025

I wanted consultation about a definite...

I wanted consultation about a definite physical problem but because I said it worried me I was offered treatment for anxiety.

Dave w TRUSTPILOT (2-3★)

★★★★★ GB • 182 reviews • 4 Jun 2025

Times you out after thirty minutes

Times you out after thirty minutes , spent some time trying to enter all my symptoms , so I could get an accurate response , then the session timed out , lost all my entered information

1 TRUSTPILOT (2-3★)

★★★★★

Denise Spencer • GB • 3 reviews • 21 Mar 2025

Today has been the first time that I...

Today has been the first time that I have been able to follow the instructions and the pages have actually gone to where are meant to, in the past when trying to write what I need to say, the typing would keep disappearing and it would just get lost somewhere and I would have to re-write it all again, and then wouldn't be able to find a send button to send, so I would end up giving up and not bothering, and now I have had recently had to have my daughter come over to help me do it. otherwise, I would just still be struggling.

David TRUSTPILOT (2-3★)

★★★★★ GB • 11 reviews • 21 Feb 2025

PATCHS

Patches is only as good as the GP practice concerned . It won't help you get a quick reply if the GP practice is struggling!

wireblues TRUSTPILOT (2-3★)

★★★★★ GB • 2 reviews • 5 Feb 2025

The idea of patches is a online concept...

The idea of patches is a online concept made for users who spend time online. It's not helpful in my opinion as more doctors & medical practice staff would be a far better use of resources than a online app. Patches is just a digital receptionist I myself prefer speaking or communicating with a man or woman not AI

Angie TRUSTPILOT (2-3★)

★★★★★ GB • 2 reviews • 10 Dec 2024

contact with GP works well

I cant say regarding my recent experience its too complicated . But in general for less complex matters . Patchs works well . I have managed to communicate with my GP. via the messaging system and getting repeat prescriptions via the admin messaging is quite easy and helpful

Shak TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • Updated 7 Nov 2024

Poor telephony service

Great surgery but ring them for advice and support on the phone has been a real disappointment. I spent almost 2hrs going around and around on wait in their automated IVR solution. I ended up driving in to chat to the receptionist who just aplogised and said everyone is busy! Focus your efforts on serving your patients with doing the basics right and picking up the phone so tge person calling in feels some sense of reassurance. The patches solution is excellent simple to use and the turn around is very quick. Rant over

Anne TRUSTPILOT (2-3★)

★★★★★ BE • 2 reviews • 13 Sept 2024

Geo-block inappropriate for family of UK patients

It works well but some months ago a block was placed on access from outside the UK and this is not okay in the case of non-UK resident immediate family members of elderly dementia patients who are resident in the UK. My elderly mother cannot make requests for herself, I have to do it, but I am not resident in the UK. The geo-block needs to be more sophisticated so non-UK family can still access it on behalf of UK-resident patients.

anon TRUSTPILOT (2-3★)

★★★★★ GB • 26 reviews • 25 Jun 2024

I can't access Patchs via the app

I like Patches once I get into it. The trouble is having to access it through my medical practice website. I have the PATCHS app, but I don't seem to be able to use it to make a new request. That may be my fault, but if it can be made easier to do via the app, that would be great

Derek Essen TRUSTPILOT (2-3★)

★★★★★ GB • 5 reviews • 10 Jun 2024

Need to modernise

everything is good but with millions of Apple (Safari) users we cant receive messages back because your system doesn't allow - only Firefox and security problem Google Chrome. Please sort this out

David Brennan TRUSTPILOT (2-3★)

★★★★★ GB • 5 reviews • 3 Jun 2024

Need to be able to add more than one issue

The idea and process is okay but it would help if I could add more than one condition and not have to do many forms.

SHAILESH BAROT TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 16 Apr 2024

EMAIL REPLY IS PROMPT BUT DO NOT SEE...

EMAIL REPLY IS PROMPT BUT DO NOT SEE RESULT COMING IN .

Bea K. TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 27 Mar 2024

Good initiative with same lagging system.

Umm in my opinion it's good thing that I don't have to wait for so long on the call waiting for my turn. But at the same time whats the reason of making it when one can't make a request if it reaches its limit and the time window is same as before to make a request. I was trying for days to make an appointment but even at 9.30 patch's requests shows limit reached. How can I type while getting ready for the work at the same time. My first experience was good but this time I'm a bit disappointed though my GP practice is good.

Amy Hughes TRUSTPILOT (2-3★)

★★★★★ GB • 1 review • 13 Mar 2024

Medical services should be more...

Medical services should be more personal, speaking to patient's, as the smallest thing could be important. Feels like you're having to self diagnose. Also Holes Lane Surgery website page needs tidying up, the journey does not fit the needs of the patient. Too messy, confusing, needs to be made much simpler.

Amelia Whately-Smith TRUSTPILOT (2-3★)

★★★★★

GB • 18 reviews • Updated 23 Feb 2024

Hi Patchs team

Hi Patchs team. I am trying to help Eritrean friends of mine who speak Tigranya. They are trying to book a GP appointment using Patchs but without success. They struggle with English and would find it far easier to write in Tigranya. This family are in desperate need of help from the medical profession so all the help you guys can give would be greatly appreciated. There are a lot of Eritrean communities near were I live in London.

Honest TRUSTPILOT (2-3★)

★★★★★ GB • 2 reviews • 14 Feb 2024

Shame for only 1 hour window to fill up the form to get an appointment

I like the system and would give 5 stars but as most of us work in the morning, it is impossible to fill up a request form for an appointment between 8-9am! Should be changed for 7-9 so we, working people who needs help with our health, can book an appointment too! I am suffering with severe pain that isn't an excuse not to go to work in my position, therefore I had to wait for months to get my holiday to be able to book a simple appointment. Shame....

Carol Burgess TRUSTPILOT (2-3★)

★★★★☆ GB • 5 reviews • 8 Feb 2024

OK, but...

I was advised that surgeries (for both me and my mum whom I care for) had moved over from eConsult to Patchs. Whilst it is simple to use, I find the 'limit' surgeries put on being able to make requests frustratingly unhelpful compared to eConsult who simply let you complete all the details and someone at the surgery could triage the priority of need.

1 TRUSTPILOT (2-3★)

★★★★☆ Fezile • GB • 25 reviews • 30 Jan 2024

Not good for the elderly

The only problem with patches is I have been asked too book an appointment but there is no function here too do it. Its very tricky. Also its not compassionate to a patients needs I find it very impersonal. When I had the whooping cough a few weeks ago I was way too sick to fill out the forms and my husband could not do it. Whilst it's a good little app for us older generation its way too difficult

Pips TRUSTPILOT (2-3★)

★★★★☆ GB • 3 reviews • 23 Jan 2024

Appointment request times

I like that I can email my request but when they say that the surgery takes appointments from 8.00am then closes its appointment at 8.01 am. Not helpful when needing an appointment on the day.

Mr Peat TRUSTPILOT (2-3★)

★★★★☆ GB • 15 reviews • 12 Jan 2024

I had 7 day BP results to put in a form...

I had 7 day BP results to put in a form but the system asked why I had not completed it after day 5 I had 2 days to go Also booking appointments is not clear and you get to certain point and it freezes and no guide how sort it out May be needs auditing to find issues

Mr Hogarth TRUSTPILOT (2-3★)

★★★★☆ GB • 5 reviews • 3 Nov 2023

Unanswerable questions

My PATCHS request went through fine but you then ask how was my experience of the GP. How can I answer this before the the GP has responded to my request? And there is no option to skip the question

1 TRUSTPILOT (2-3★)

★★★★☆

Lamine Mounssi • GB • 13 reviews • 19 Oct 2023

The software is good But....

The software is good, its what happened after that is awful, they always ask you to call the GP so I don't really see the point of this service, at the end of the day you will always be number 50 on the queue to your GP.

2 TRUSTPILOT (2-3★)

★★★★☆

Kathryn Marshall • GB • 4 reviews • 18 Oct 2023

Patchs is simple which is a positive

Patchs is simple which is a positive, however the generic questions are limiting so you have to really make your answers fit. It is good that you can inform the of when the best time to contact you is, which people who work shifts may find helpful, depending on your shift pattern. It would be better if more on the day appointments were available and more telephone operators were on at 8am to limit the time people wait to get an appointment.

Michael Whattam GOOGLE REVIEWS

5 reviews • 6 days ago • New

absolute rubbish, people will lose the will to live before making any sense of this.

Sonan Noor GOOGLE REVIEWS

8 reviews • a week ago • New

Worst thing to happen to the NHS, get rid of this nonsense. Poorly developed, crashes often, and unfair on the older generation to make them use such a technically confusing site! Burning Sulphur 1 review a month ago Their front end appears to be developed by back end devs. I have a degree in design and can confidently say that the service could be used as a case study for bad design. They are an AI company historically, so they seem overly fond of the chat box layout. When requesting a repeat prescription the AI would want to direct me to other sites for support instead of contacting the GP. It's a repeat prescription. Just pass it on to the doctor. The fact that on numerous occasions I have been directed by staff to ignore the questions and put all my information in the first box for the GP to read highlights that the issue is known. The UI/UX is so poor that to list all the mistakes and provide corrections would qualify as a week of work. I hope that they hire a design consultancy to rework the system with a focus on the user journey map. 1

John Charnock GOOGLE REVIEWS

Local Guide • 147 reviews • 86 photos • a month ago

If I could give it minus 10 I would; a 10-year-old high school student could do better than this; usability 0, feedback 0, interface 0. Can't find anything positive to say about it Absolute rubbish

Tom Curtin GOOGLE REVIEWS

13 reviews • 2 months ago

This is an awful system to keep patients from their GPs. Practices who use it should stop wasting their (our) money.

Paul Vargerson GOOGLE REVIEWS

Local Guide • 21 reviews • 7 photos • 2 months ago

Does not work and I am being denied access to my GP as Glenroyd Medical in Blackpool insists Patchs is used by even if patient cannot access the app.

Graham Taylor GOOGLE REVIEWS

13 reviews • 1 photo • 2 months ago

User interface is terrible, still not sure whether the request has actually been submitted as a result and the timer for something that asks near un-ending and often irrelevant questions is pointless. I've worked with computers my whole ... More

Barrie GOOGLE REVIEWS

Local Guide • 160 reviews • 92 photos • 2 months ago

The use of AI or bots in health services, is just going to deny people access to services at the point of their greatest need. If the NHS thinks this is a way of repairing the service they are gravely mistaken, its just going to grow the ... More

Justin Waterhouse GOOGLE REVIEWS

4 reviews • 1 photo • 4 months ago

Patches is ill. It regularly crashes while I'm using it, and sometimes once I've completed a request it simply disappears and never creates a message. This usually means if I try again it won't work, so I will have to wait until the next day. Some days I'm lucky. Needs further work to make it more reliable as it's wasting everyone's time, having to do everything a number of times. It needs diagnosing and mending 2

Julie Kershaw GOOGLE REVIEWS

Local Guide • 79 reviews • 1 photo • 5 months ago

This is a horrid way to see a GP.. not at all happy ... a lot of people will suffer like elderly. 1

Jan M GOOGLE REVIEWS

Local Guide • 37 reviews • 38 photos • 5 months ago

Irresponsible, inaccurate, disconnected. 1 jo wilson 1 review 7 months ago Appalling system. So long winded while they ask stupid irrelevant questions that more often than not you are timed out. Even though you put info in I don't think anyone actually reads it eg photographs - explained why I could not take a photo & was then asked to submit one. Wanted to change my appt - couldn't find anywhere to do it - just kept being told I had an appt. Multiple messages the exact same. Did the people who invented this system know anything about writing programmes? 1

stevet6978 GOOGLE REVIEWS

Local Guide • 21 reviews • 23 photos • 9 months ago

My GP shared my personal/medical details with this company (Advanced Health & Care) without my consent. They refused to respond to a SAR. 1

George georgiou GOOGLE REVIEWS

Local Guide • 18 reviews • 2 photos • 11 months ago

Received exact same text message from Patchs 6 times. Surely this system can't be trusted. 1