



PATCHS Support / GP practices / Inbound Patient Messaging

🔍 Search

## Booked slots



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Updated 2 years ago

Booked slots are a way to assign Patchs requests to deal with on a future date.

This can help to spread demand and match it to your staff capacity. It combines the advantages of an appointment book with the flexibility of an inbox, so that you can prioritise and respond to patients as you see fit.

There are three main parts to booked slots:

1. Setting up booked slots at your practice
2. Assigning requests to a particular date
3. Managing booked slots in your inbox

## Setting up booked slots at your practice

Only **Patchs Admins** can set up booked slots.

To do this, go to the 'Feature settings' tab on the 'Edit practice' page. Tick 'Enable booked slots' under 'Booked slots settings'.



[Edit Advanced Demo Practice](#)

Advanced Demo Practice feature settings

Booked slots settings [Help](#)
☐ Enable booked slots

Request settings [Help](#)
☒ Enable medication requests

Appointment reminder settings [Help](#)
☐ Enable appointment reminders

Patient merge settings [Help](#)
☒ Enable automerging of patients

You will then see the following warning.

Are you sure? [Help](#)

Enabling booked slots will split staff inboxes by date.

Cancel Yes

If you click 'Yes', you will see a new 'Booked slots' tab has been created.

Here you can view and set **optional** limits for requests that each staff member should be assigned on future days.

You can scroll forwards and backwards using the arrows or calendar icons.

[Edit ABC Practice](#)
[ABC Practice feature settings](#)
[Demand management](#)

ABC Practice booked slots

Maximum number of requests that can be assigned to each staff member [Help](#)

Today
Today (Sun)
Tomorrow (Mon)
Tue 11/10/2022
Wed 12/10/2022
Thu 13/10/2022
Fri 14/10/2022
Sat 15/10/2022

Advanced Practitioner	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Albert Peters	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Doctor Jones	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Doctor Who	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Gp Spectra	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Nancy New	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Receptionists	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Secretaries	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Spencer Jones	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Staff Spectra	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
You Me	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bookable On the day	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Submit
Back to previous page

Click a box in the table to set limits for **pre-bookable** slots (slots which can be booked in future) and **on the day** slots (those reserved for urgent requests).

Update slots for Gp Spectra on Mon 17/01/2022

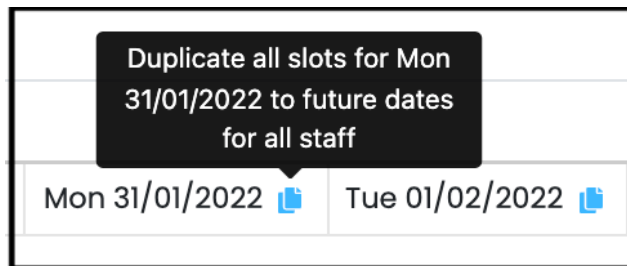
Bookable slots

On the day slots

Leaving boxes empty means slots will be unlimited.

☒ Apply to **this date only**.  
☐ Apply to **all Mondays** from Mon 17/01/2022 onwards.  
☐ Apply to **all weekdays** from Mon 17/01/2022 onwards.  
☐ Apply to **all dates** from Mon 17/01/2022 onwards.

Use the copy icon to duplicate set limits across all staff.



You must click **Submit** to save your changes.

## Assigning requests to a particular date

When assigning a request to a user, you will see an additional field where you can choose a future date. You should select the date first to see who is available.

Back to Clinical Inbox (62) Today: 0

Enid Molly may Blyton (26, F)

07821122568

**Message details**

**Date submitted** 07/01/2022 09:15:40  
**Status** Patient message received  
**Type** New health problem  
**Submitted by** Patient  
**Assigned to** Clinical  
**Assigned for** 23/02/2022

**Patient Registration Status**

Registered  [Help](#)

Searching for patient in clinical system...

**Assign Staff Member**

Book for tomorrow (Thu)

Select staff member...

**Chat history** Hide [Translate to English](#) [Help](#)

**PATCHS**

**Please describe your health problem:** What are your symptoms? What do you think may have caused them? Is there anything you are particularly worried about? Fri 7th Jan 2022, 09:14

**Enid Molly may Blyton**

I have a rash on my upper arm Fri 7th Jan 2022, 09:14

**PATCHS**

**How long has the problem been going on?** Is it getting better, worse, or staying the same? Fri 7th Jan 2022, 09:14

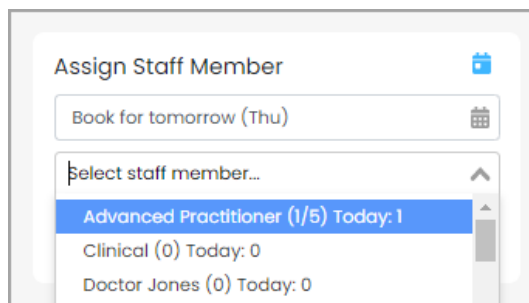
**Enid Molly may Blyton**

It started at the beginning of the week Fri 7th Jan 2022, 09:14

**PATCHS**

[Reply to patient](#)

When you do this you will be able to see how many **pre-bookable** slots that staff member has available on that day.



After clicking the **'Assign to staff member'** button, the request will be assigned and the patient will be sent the following email:

*Hi patient\_name*

*Your request submitted on date has been scheduled for review by staff\_name on review\_date.*

*They will contact you on that date during practice\_name's opening hours opening\_hours either by:*

- Secure message - please keep an eye on your messages page and email inbox (including junk folder).*
- Phone - please keep your phone nearby. They may call from a withheld number.*

*The contact details they have for you are:*

- Email - patient\_email*
- Phone - patient\_phone*

*Click here to update your contact details if they are incorrect.*

*Please call practice\_name on practice\_phone if:*

- You do not hear from staff\_name on review\_date, or*
- Your symptoms change.*

*If you need help outside practice\_name's opening hours please call 111 or go to 111.nhs.uk.*

*How was your experience using Patchs today?*

*Please let us know by visiting the link here.*

*Kind regards,*

*Practice\_name*

The assignment date and details are then visible in the 'Message details' box.

The screenshot shows the PATCHS Support interface for a message from Enid Molly may Blyton (26, F). The interface includes a top navigation bar with tabs: Message & triage, Codes & comments, Tasks, Video, Audit, and All messages. The main content area is divided into three sections:

- Message details:** A red-bordered box containing the following information:
  - Date submitted: 07/01/2022 09:15:40
  - Status: Review needed by you
  - Type: New health problem
  - Submitted by: Patient
  - Assigned to: Advanced Practitioner
  - Assigned for: 24/02/2022
- Patient Registration Status:** A section with a dropdown menu set to 'Registered', a 'Save status' button, a 'Help' link, and a status message: 'Searching for patient in clinical system...'.
- Assign Staff Member:** A section with a date picker set to 'Assign today (Wed)', a 'Select staff member...' dropdown, and 'Assign to staff member' and 'Unassign' buttons.

The **Chat history** section on the right shows a conversation with PATCHS:

- PATCHS:** "Please describe your health problem: What are your symptoms? What do you think may have caused them? Is there anything you are particularly worried about?" (Fri 7th Jan 2022, 09:14)
- Enid Molly may Blyton:** "I have a rash on my upper arm" (Fri 7th Jan 2022, 09:14)
- PATCHS:** "How long has the problem been going on? Is it getting better, worse, or staying the same?" (Fri 7th Jan 2022, 09:14)
- Enid Molly may Blyton:** "It started at the beginning of the week" (Fri 7th Jan 2022, 09:14)

At the bottom of the chat history, there is a 'Reply to patient' button.

When the future date comes around, user's request limits are increased by the number of slots they have available for **on the day** requests.

When a user's limit is reached (either pre-bookable before the date or pre-bookable plus on the day), you will see the following warning when trying to assign further requests:

The warning dialog box has a title bar with a close button (X). The main text reads: "All assignment slots are booked for Advanced Practitioner on Wed 19/01/2022". Below this, a question asks: "Are you sure you want to assign this request?". At the bottom right, there are two buttons: "Yes" and "Cancel".

## Managing booked slots in your inbox

With booked slots, your inbox works in exactly the same way – except you have a different 'inbox' for different dates.

You can toggle through the days to see which requests are assigned to you in future. There's also an 'All' tab where you can see all requests assigned to you, regardless of date.

The screenshot shows the 'My Inbox' interface. At the top, there's a search bar for patients by name. Below it, a navigation bar includes 'Requests', 'Today (Thu)', 'Tasks', and 'All'. The 'Requests' tab is selected, and the date filter is set to 'Today (Thu)'. The main area displays a list of requests with columns for DATE, STATUS, TYPE, and PATIENT.

DATE	STATUS	TYPE	PATIENT
13/09/2021 16:33	Review needed by you	Admin request	Spectra, Patient (41, M)
28/09/2021 15:47	Patient message received for you/Comment added by you	GP practice message	Pan, Peter (31, M)
25/10/2021 15:29	Review needed by you	Other	Spectra, Patient (41, M)

## Important things to note

Any requests that have been assigned to dates in the past and remain incomplete will move into today's inbox. So will any requests that have been assigned to you without a date.

If you send a message to a patient with a request assigned to a future date, the request will stay in that future date's inbox when they reply – unless you assign it to a different date, or remove the request from your inbox.

## Can I switch off booked slots?

Yes. Patchs admins can switch off booked slots at any time on the 'Edit practice' page.

If you do this, you will remove any maximum limits for assigning requests to staff members, and collapse the Requests inbox for each staff member into a single inbox.

## Assigning urgent and emergency requests

According to the definitions used when making triage decisions:

- If a request is marked as **urgent**, the patient **could** be harmed if this request is **not** resolved within the **next 48 hours**.
- If a request is marked as an **emergency**: Patient **could** be harmed if this is **not** resolved on the **same day**.

Therefore, for safety reasons you cannot assign urgent requests to dates beyond 48 hours in the future, and you cannot assign emergency requests to a future date at all.

To assign these requests beyond those time limits, you must first change the urgency.

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Yes

No

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