

# New Online System from 1st October

From 1 October, all requests made by phone, in person or online will go through [Patches Health](/news/patches/) (Link: </news/patches/>), our new system.

You can access the system via our website or NHS app. You should have received a text message with a link to register. For further information, please click on the links: [New Bank Health Centre](/wp-content/uploads/2025/09/Patches_poster_-_New_Bank.pdf) (Link: [/wp-content/uploads/2025/09/Patches\\_poster - New Bank.pdf](/wp-content/uploads/2025/09/Patches_poster_-_New_Bank.pdf)) and [Patches Health and We are changing the way we manage your requests](/wp-content/uploads/2025/09/New_Bank_Health_Centre_FAQ.pdf) (Link: [/wp-content/uploads/2025/09/New Bank Health Centre FAQ.pdf](/wp-content/uploads/2025/09/New_Bank_Health_Centre_FAQ.pdf)). Or visit our [Appointments page](/appointments/) (Link: </appointments/>).

## Appointments

There are **three** ways to request an appointment at the practice:

### 1. Online via the NHS app

- Click here to login to your [NHS App account](https://www.nhsapp.service.nhs.uk/login) (Link: <https://www.nhsapp.service.nhs.uk/login>).
- Select *services*.
- Select *contact your GP about a health problem*.
- Select *continue to the accurx system*.
- Confirm it is not an emergency or life-threatening.
- Fill in the form and submit it.

### 2. Online request form via Patches Health

- Click here to [submit your online form](https://patches.ai/newbankmedicalpractice/login?) (Link: <https://patches.ai/newbankmedicalpractice/login?>).
- Select *contact my GP practice*.
- Select *continue with Patches Health*.
- Log-in to your account or create an account if you haven't already done so.

- Fill in the form and your contact details.
- Select *submit*.

To find out more about Patches Health, please click here: [New Bank Health Centre: Patches Health](#) (Link: [/wp-content/uploads/2025/09/New Bank Health Centre FAQ-1.pdf](#)).

### 3. Phone the practice

- Call [01612775600](tel:01612775600) (Link: [tel:01612775600](#)).

Please note, all calls are recorded for training and quality purposes.

Patches Health is our online system for making requests such as appointments. The online request form asks a few simple questions. A GP looks at your answers and decides what to do next, based on how urgent it is. All requests go through Patches. You can fill in the form via Patches Health directly or the NHS app. If you call or visit us, our team will do it for you. Further information is available [New Bank Health Centre: Patches Health](#) (Link: [/wp-content/uploads/2025/09/New Bank Health Centre FAQ-1.pdf](#)).

## Your appointment

However you choose to contact us, we may offer you an appointment by:

- telephone;
- face-to-face at the practice;
- on a video call;
- by text or email.

Appointments by phone, video call, text or email can be more flexible and typically result in faster help.

## Cancelling or changing an appointment

To cancel your appointment:

- reply to your reminder text message;
- phone us on [01612775600](tel:01612775600) (Link: [tel:01612775600](#)), Monday to Friday from 8am to 6:30pm (please note, all calls are recorded for training and quality purposes);

- visit the practice and speak with a receptionist, Monday to Friday from 8am to 6:30pm.

## If you need help when we are closed

If you need medical help now, use [NHS 111 online](https://111.nhs.uk/) (Link: <https://111.nhs.uk/>), or call [111](tel:111) (Link: <tel:111>).

[NHS 111 online](http://111.nhs.uk/) (Link: <http://111.nhs.uk/>) is for people aged five and over. Call [111](tel:111) (Link: <tel:111>) if you need help for a child under five.

Call [999](tel:999) (Link: <tel:999>) in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

## If you need help with your appointment

Please tell us:

- if there is a specific GP, nurse or other health professional you would prefer to respond;
- if you would prefer to consult with the GP or nurse by phone, face-to-face, by video call or by text or email;
- if you need an interpreter;
- if you require a chaperone;
- if you have any other access or communication needs.

## Home visits

If you are housebound and need an appointment, we will carry out a home visit. We will phone you first to understand what you need.

To request a home visit, it would be helpful if you phone the practice before 10am so we can plan our clinical day. Please note, all calls are recorded for training and quality purposes.

## Named accountable GP

All registered patients are allocated an accountable GP. The accountable GP takes responsibility for the co-ordination of all medical services and ensures

they are delivered to each of their patients where required. This is to reassure patients that they have one GP within the practice who is responsible for ensuring that work is carried out on their behalf and for continuity of care.

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