




Q Search

What can be configured in Patchs?



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Practice settings

Changes to practice configurable items can be made by a Patchs Admin user from the Edit Practice page.

Edit practice

Item/feature	Where	Setup, management and use
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Feature Enablements and
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settings

Personal Demographics
Service (PDS) settings

Appointment reminders and
messages



Practice Name	Edit Practice page	Entered as 'Practice name*' when the practice is set up and is shown in the following places: <ul style="list-style-type: none"> On practice's landing page On practice's login page On messages on landing page In confirmation email messages when a request is submitted In email/SMS message when the practice send a response 	Enabling Notification Settings Creating custom home page messages for patients when Patches limits have been reached or Patches is closed
Practice URL	Edit Practice page	Automatically generated from 'Practice name' field as part of practice name. Shows in the web address for your practice's Patches landing page.	See all articles
Practice email address	Edit Practice page	Entered as 'GP practice email address used to receive electronic correspondence*' when creating the practice. It is used to send Patches request documents to the practice if saving to the clinical system is unsuccessful.	
Practice telephone number	Edit Practice page	Entered as 'Practice phone number*' when the practice is set up and can subsequently be updated by a Patches Admin user. The practice telephone number is shown: <ul style="list-style-type: none"> On practice's landing page On practice's login page In confirmation email messages when a request is submitted In email/SMS message when the practice send a response 	
Opening hours	Edit Practice page	Entered as 'Opening hours' when the practice is set up by a Patches Admin user. The opening hours are shown: <ul style="list-style-type: none"> On practice's landing page On practice's login page 	

		<ul style="list-style-type: none"> • In confirmation email messages when a request is submitted • In email/SMS message when the practice send a response
Response timeframe	Edit Practice page	<p>Entered as 'Number of working hours after which the patient should call the practice if they haven't received a response from you (e.g. 24 hours)*' when the practice is set up and can subsequently be updated by a Patchs Admin user</p> <ul style="list-style-type: none"> • On practice's landing page • On practice's login page • In confirmation email messages when a request is submitted • In email/SMS message when the practice send a response
Country	Edit Practice page	This is used to signpost your patient to the NHS links for your nation.
PCN	Edit Practice page	You can search for your practice's PCN and the associated CCG details will be updated.
Log in page Message	Edit Practice page	Entered as 'Landing page message' when the practice is set up and can subsequently be updated by a Patchs Admin user.

Feature settings

Item/feature	Where	Setup, management and use
AI settings*	Feature settings	If you have requested AI to be enabled for your practice and have signed the AI agreement you will see options to enable the Patches AI modules. More information here: Introduction to Patches AI .
Booked slots	Feature settings	Booked slots can be used to assign Patches requests to specific users for them to deal with on a future date. When booked lots are enabled, you can view and set optional limits on the booked slots tab.
Request settings	Feature settings	For more details see Request settings . Should you want patients to request medication via another system rather than Patches, you can enable/disable the medication request option.
Request notification settings*	Feature settings	Enable/disable showing an overall inbox count in the navbar or the toolbar. See Enabling request notifications .
SystemOne Settings*	Feature Settings	The name of your site in SystemOne.
Appointment reminder settings*	Feature Settings	Enable appointment reminders. See Appointment reminders .

In this article

- Edit practice
- Feature settings
- Demand management
- Booked slots
- TPP installation
- Topic AI questions

Appointment booking settings*	Feature Settings	Enable appointment self-booking. See Appointment self-booking .
Patient merge settings	Feature settings	Automatic patient merge is enabled as default and supports automatic merging of newly registered patients with their non-digital patient.
Message reminder settings	Feature settings	To encourage patients to respond to your messages, Patchs can send one or more reminder emails, asking them to respond as soon as possible. You can specify when reminders are sent and how many are sent from the Feature settings tab.
Message completion settings	Feature settings	If you want Patchs to automatically complete patient requests, you can enable the functionality from the Feature settings tab.
PDS settings	Feature settings	Control lookup from the Personal Demographics Service. See Personal Demographics Service (PDS) settings .
Patient Facing Services Settings	Feature settings	Enable patient facing services features. See Patient Facing Services (PFS) settings .
Send as SMS	Feature settings	Control how Patchs sends SMS messages. See 'Send as SMS' behaviour .

* May not be visible until enabled by support request

Demand management

Item/feature	Where	Setup, management and use
Request limiter	Demand management	It's possible to choose whether to limit clinical or non-clinical requests in Patches on the Demand management tab.
Patches unavailable messages	Demand management	You can create custom messages for patients when Patches limits have been reached on the Demand management tab .
Patient signposting panels	Demand management	You can choose when each of the signpost panels is visible on the Patches landing page from your practice's Demand management page.

Booked slots

If your Patches Admin has chosen to enable **booked slots** at your practice, on the booked slots tab, you can view and set optional limits for requests that each staff member should be assigned on future days.

TPP installation

If your practice uses SystemOne this tab will be available for setting up the SystemOne integration. See **Installing and running the Patches SystemOne Agent** on your TPP Gateway Machine.

Topic AI questions

Choose which follow-up questions are triggered by the Topic AI (if enabled).
See Topic AI Questions.

Customisable message templates

Patchs has both standard message templates and local message templates. Local message **templates** are created by staff at your practice **for use by your practice only**.

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'Edit practice' page

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Practice

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