



health

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

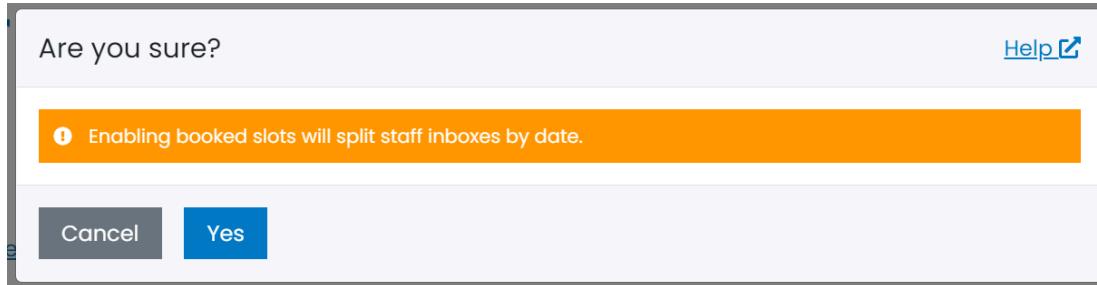
Appointment reminder settings [Help ↗](#)

Enable appointment reminders

Patient merge settings [Help ↗](#)

Enable automerging of patients

You will then see the following warning.



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

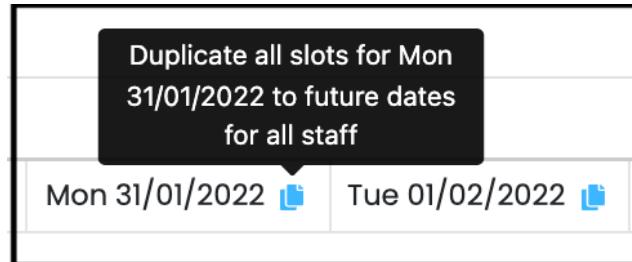
Bookable slots	On the day slots
<input type="text"/>	<input type="text"/>

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.

Cancel **Update**

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 (82) 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

Save status Help

Searching for patient in clinical system...

Assign Staff Member

Book for tomorrow (Thu)
 Select staff member...

Book slot & notify patient Unassign

Chat history

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

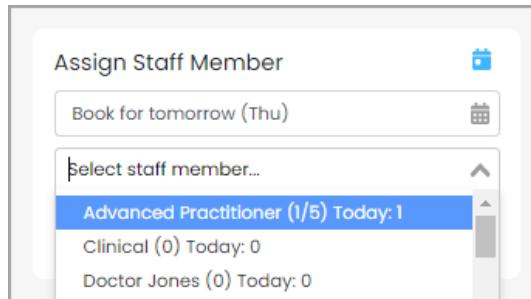
it started at the beginning of the week

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.

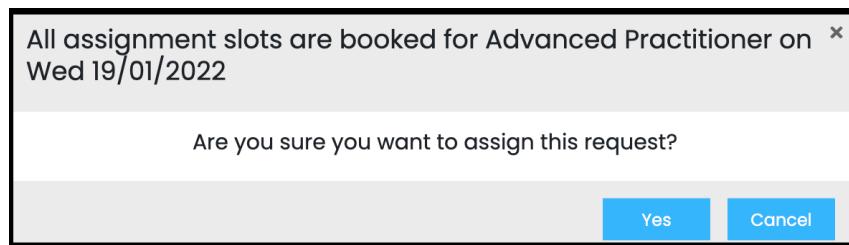
*Kind regards,
Practice_name*

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

The screenshot shows a software interface for managing patient messages and assignments. At the top, there's a header with the patient's name, Enid Molly may Blyton (26, F), a phone number (07821122568), and a blue info icon. To the right are tabs for 'Message & triage' (selected), 'Codes & comments', 'Tasks', 'Video', 'Audit', and 'All messages'. Below the header, on the left, is a red-bordered box containing 'Message details' with fields like Date submitted (07/01/2022 09:15:40), Status (Review needed by you), Type (New health problem), Submitted by (Patient), Assigned to (Advanced Practitioner), and Assigned for (24/02/2022). To the right is the 'Chat history' section, which includes a message from PATCHS asking for symptoms and a response from Enid Molly may Blyton. Further down is an 'Assign Staff Member' section with a dropdown for 'Assign today (Wed)', a 'Select staff member...' dropdown, and buttons for 'Assign to staff member' and 'Unassign'. A 'Save status' button and a 'Help' link are also present.

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:



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 PATCHS 'My Inbox' page. At the top, there's a search bar with placeholder text 'Search for patients by name – firstname followed by surname (press ENTER to search)...'. To the right of the search bar are buttons for 'Out of Office' (with a switch icon), 'Help', 'Show inbox for [My Inbox (10) Today: 0]', 'CLEAR', 'Current inbox', and 'All'. Below the search bar is a red-bordered box containing navigation links: 'Requests < Today (Thu) > Tasks All'. The main area is a table with columns: DATE, STATUS, TYPE, and PATIENT. It lists three items:

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)

Each row has a small blue circle icon to its left and a red-bordered box around the patient name and details.

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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