
Patch's Product Demonstration – Online Consultation & SMS Platforms

1. If a patient submits a form in another language, does it come back in English? How accurate is it?

Answer:

Yes. Patient submissions in other languages (e.g. Gujarati, Punjabi, Arabic) are automatically translated into English for the practice. The translation is auto-translated (using AWS) and described as being checked with an additional verification step. Patches Translate can also cope with spelling mistakes. It has been built using machine learning not preprogrammed rules, so it has learned over time how to correctly translate commonly misspelled words.

2. Can we message patients who are not registered on Patches?

Answer:

Yes. Patients do **not** need a Patches account to receive outbound messages. Practices can send messages via SMS, email, or the NHS App or by using a Patches account.

3. Will outbound messages be visible/auditable like other messaging tools?

Answer:

Yes. Outbound messages show clearly that a message was sent, including the time, similar to other messaging systems. This will also include any attachments that have been shared by the patient/gp.

4. Is Telephone Assistant included as part of the standard package?

Answer:

No. Telephone Assistant is an **additional module**. Existing practices can discuss this separately with Patches if interested.

5. Was anything shown in the demo that is *not* included in the standard functionality?

Answer:

No. Everything demonstrated is part of the standard functionality **except** Telephone Assistant, which was referenced but not fully demoed.

6. How much control is there over batch/bulk messaging?

Answer:

Practices can create bulk messages, schedule them, and segment delivery (e.g. phased sending). More detailed configuration is available, and further walkthroughs can be shared separately.

7. Does batch messaging connect directly to EMIS?

Answer:

Bulk and outbound messaging are handled within Patches and integrate with clinical systems, but detailed configuration (e.g. segmentation logic) was not fully explored live.

8. Will Patches ever integrate directly into SystemOne rather than using a toolbar?

Answer:

Currently, Patches uses a **separate toolbar** that sits alongside SystemOne rather than being embedded within it. Direct native integration is **not actively planned**, though feedback could be passed to development.

9. Do Patches requests save automatically into SystemOne?

Answer:

Yes. When a request is completed in Patches, it is automatically saved into SystemOne as a consultation note (including coding where enabled). No manual transfer is required.

10. How do existing practices check which Patch features and AI settings are enabled?

Answer:

Users should go to **Staff** → **Practice** → **Edit** within Patch. From there, **Feature Settings** shows all available AI modules (e.g. Urgency AI, Assign AI, Signpost AI). These should be switched on for the system to work optimally. For more information, additional support could be provided.

11. Do you need admin access to view or change these feature settings?

Answer:

Yes. **Admin access is required** to view and manage feature settings within the Patch system.

12. How does NHS App messaging work in Patch? Is there a setting to enable it?

Answer:

When sending an outbound message, staff can **select NHS App** as the delivery channel (alongside SMS or email). If the NHS App message is not delivered or read, it **automatically reverts to SMS**. No separate configuration step was described beyond selecting NHS App at the point of sending the message.

13. Can practices get help reviewing or improving how Patch is set up?

Answer:

Yes.

- **Existing practices** are offered **personalised retraining sessions** to review and optimise their current setup.
- **New practices** are offered **structured onboarding** tailored to their workflows.

Booking links and contact details were shared during the meeting.
