

Easy to follow guide on how to set up a PATCHS account

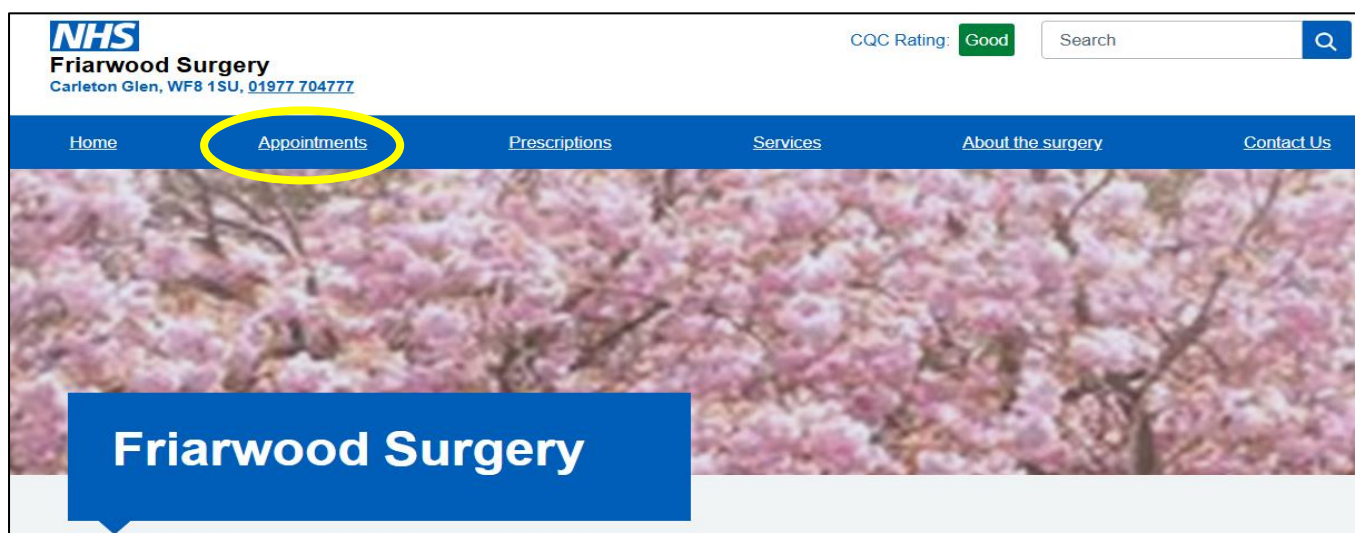
What is PATCHS?

PATCHS is a service that allows users to contact their GP practice by completing a form online. It is designed to be quicker and easier than using a telephone, making it a convenient option for those who have a prescription query, want to book an appointment, or anyone seeking medical advice.

Step-by-step guide on how to create your PATCHS account:

Step 1. Go to the Friarwood Surgery website, the link for this is - <https://friarwoodsurgery.co.uk>

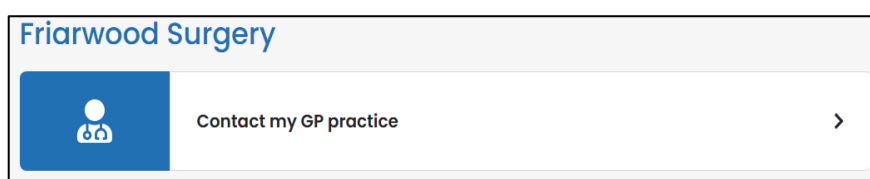
Step 2. Click the Appointments tap at the top of the website



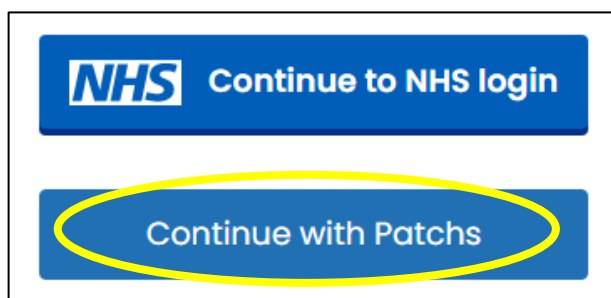
Step 3. Press the big colourful writing that says, “PATCHS Click Here to Contact Your GP Online”



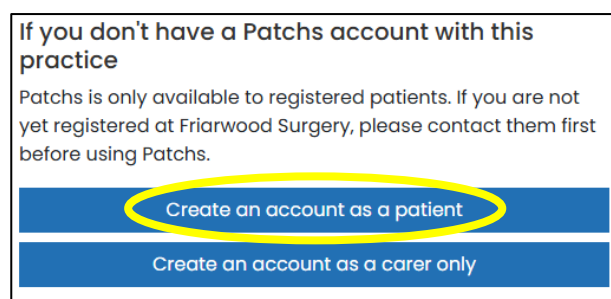
Step 4. Press Contact my GP practice



Step 5. Press Continue with PATCHS



Step 6. Press Create an account as a patient



Step 7. Read the terms and conditions and press Accept and continue

Create an account to contact your GP online

Patches is a service provided by your GP practice to help them care for their patients. [Read more about Patches](#)

Patches Health is the trading name of Spectra Analytics Limited company number 09108913. Patches Health processes your data under their Legitimate Interest for quality and assurance purposes, for the benefit of patients and GP practices.

We **anonymise** data we collect. **'Anonymised' means you cannot be identified.** Information such as name, address, and date of birth are removed. Anonymised data may include information such as your age, sex, ethnicity, and medical information. This may be shared with researchers (such as the University of Manchester) and external GPs evaluating the software's safety and effectiveness. Anonymised data will be retained for 5 years after it has finished being used. At any time, you can stop sharing your anonymised data with researchers on the 'Data Privacy' page in the top menu after creating an account and logging in.

To see a list of research studies approved by the NHS to use anonymised Patches data please visit [NHS-Approved Research Projects Using Anonymised Patches Data](#)

For further information on how we process data and our compliance with data protection law please visit our [privacy policy](#)

It is important that you read and understand the terms and conditions in the [End User License Agreement](#) before continuing. By pressing the 'Accept and continue' button below you confirm you are 16 years or older and have read, understood, and accept the terms and conditions in the [End User License Agreement](#).

Accept and continue

Step 8. Create an account to contact your GP online by filling in information such as your **name**, **date of birth**, **contact details**, where you **reside**, and your **password**.

Step 9. After you have filled out your details, an email will be sent to the same email you have used to make your PATCHS account. **NOTE: you cannot use the same email address as somebody else.** Read the email and click the link provided inside it to finalise creating your account.

Step 10. Log into your PATCHS, from here you have successfully created your PATCHS account and can choose whether you want to make a PATCHS request for yourself or for somebody else.