

APPENDIX 1 – PATCHS SCREENSHOTS (INCLUDING PARTICIPANT CONSENT FORM)

IMPROVING THE ACCURACY OF ARTIFICIAL INTELLIGENCE TRIAGE IN PRIMARY CARE
(AI TRIAGE ACCURACY)

Version history

Version	Date	Summary of changes
1.0	2023-08-10	Initial draft
1.1	2025-05-16	Screenshot 9 updated to reflect the current Patchs design
1.2	2025-09-03	Screenshots 9 and 10 updated to include a link to further information on approved research studies. Screenshot 11 added.

Screenshot 1: Triage decisions made by GP practice staff

Triage decision

Hide

How clinically urgent is this message? [Help](#)

☒ Routine

☐ Urgent

☐ Emergency

☐ Admin / Med request

What are the main topics of this message? (Optional) [Help](#)

Add another topic...

Anxiety

Ideally, who do you think *should have* dealt with this message? [Help](#)

Me (GP)

What actions are required from you to resolve this message? [Help](#)

☐ Give patient information (e.g. advice)

☐ Order tests (e.g. blood tests, X-ray)

☐ Prescribe new medication

☐ Re-authorise / issue repeat medication

☐ Make a referral (e.g. to a specialist)

☐ Signpost to another service (e.g. IAPT, physio)

☐ Fill out paperwork (e.g. Med 3, TWIMC letter)

☒ Telephone patient

☐ Video call patient

☐ See patient face-to-face

☐ Visit patient at home

☐ Mark as duplicate (e.g. if patient chasing)

Screenshot 2: Triage decisions pre-populated by Patches AI

Triage decision

Hide ^

How clinically urgent is this message? [Help](#)

- ☐ Routine
- ☒ Urgent
- ☐ Emergency
- ☐ Admin / Med request

This urgency was chosen by [PATCHS AI](#). Change it if you disagree.

What are the main topics of this message? (Optional) [Help](#)

Add another topic...

Back Pain

This topic was chosen by [PATCHS AI](#). Change it if you disagree.

Ideally, who do you think *should have* dealt with this message? [Help](#)

Choose...

What actions are required from you to resolve this message? [Help](#)

- ☐ Give patient information (e.g. advice)

☐ Fill out paperwork (e.g. Med 3, TWIMC letter)

☐ Order tests (e.g. blood tests, X-ray)

☐ Telephone patient

☐ Prescribe new medication

☐ Video call patient

☐ Re-authorise / issue repeat medication

☒ See patient face-to-face

☐ Make a referral (e.g. to a specialist)

☐ Visit patient at home

☐ Signpost to another service (e.g. IAPT, physio)

☐ Mark as duplicate (e.g. if patient chasing)

This action was chosen by [PATCHS AI](#). Change it if you disagree.

Screenshot 3: Urgency AI – prioritises online consultations in inbox

Unassigned

☒ Clinical ☒ Non-Clinical ☐ Assign AI [Help](#)

Show inbox for Unassigned (5) Today: 1

Search for patients by name (firstname surname), date of birth (e.g. DDMMYY), or NHS number – press ENTER to search... [CLEAR](#) [Current inbox](#) [All](#)

DATE	STATUS	TYPE	PATIENT
01/06/2023 13:45	Review needed	Other	Adams, Angela The (23, F)
26/05/2023 16:56	Review needed	Other	Adams, Angela The (23, F)
31/05/2023 11:12	Comment added	Other	Adams, Angela The (23, F)
23/05/2023 10:19	Comment added	Admin request	Adams, Angela The (23, F)

Emergency requests are marked with a red flag and are sent to the top of the inbox

Urgent (PATCHS AI)

Urgent requests are marked with an orange flag and are sent to the top of the inbox – but below red flags

Screenshot 4: Topic AI – example asking further questions

Your request appears to be related to your asthma control, so you are invited to complete a questionnaire that assesses your **asthma control** in more detail.

You don't have to complete the questionnaire if you don't want to, but it could help your GP practice deal with your request quicker if you do.

1 remaining

No thanks, this is not about my asthma control

Go to questionnaire

Screenshot 5: Assign AI – assigns online consultations to a ‘Clinical’ inbox

Clinical

☐ Out of Office [Help](#)

Show inbox for Clinical (16) Today: 0

Search for patients by name (firstname surname), date of birth (e.g. DDMMYY), or NHS number - press ENTER to search...

CLEAR

Current inbox

All

Requests < Today (Thu) > 16 Tasks All

DATE	STATUS	TYPE	PATIENT	USUAL GP
<div><div></div><div>16/10/2024 12:17</div><div>Sore throat</div></div>	Review needed/Comment added	New health problem	Webuser, Patient (24, M)	
<div><div></div><div>17/10/2024 11:57</div><div>I have pain in my back</div></div>	Review needed/Comment added	New health problem	Bailey, Kenneth (64, M)	
<div><div></div><div>17/10/2024 13:27</div><div>I have a rash on my leg. It started after I got bitten by an insect and now it's spreading up my leg. It's sore and painful and I have a temperature of 38 degrees.</div></div>	Review needed	New health problem	Bailey, Kenneth (64, M)	
<div><div></div><div>23/10/2024 09:59</div><div>I have pain in my back</div></div>	Review needed	New health problem	Bailey, Kenneth (64, M)	
<div><div></div><div>06/06/2024 16:11</div><div>vaginal discharge</div></div>	Review needed	Other	Smith, Kathleen (20, F)	
<div><div></div><div>18/07/2024 11:45</div><div>I'm struggling to lose weight</div></div>	Review needed	New health problem	Bailey, Kenneth (64, M)	
<div><div></div><div>18/07/2024 11:46</div><div>my wife and i are struggling to get pregnant</div></div>	Review needed	New health problem	Bailey, Kenneth (64, M)	
<div><div></div><div>18/07/2024 11:50</div><div>I'd like help to quit smoking</div></div>	Review needed	Other	Bailey, Kenneth (64, M)	

Screenshot 6: Face-to-Face (F2F) AI – inbox icon

29/05/2023 20:17

Eyes swollen and watery

Review needed

New health problem

Adams, Angela The (23, F)

Screenshot 7: Signpost AI – example emergency message

Based on the information you have entered, you may need emergency medical help. If this is a [medical emergency](#) you should cancel this request and call 999, or go to your [local A&E](#) immediately.

Click the links below for information from the NHS related to your query. (Please note, some may not be relevant.)

- [Stroke](#)

Would you still like to submit your request to your GP practice at your own risk?

Please be aware that if you submit your request to your GP practice, your request may not be dealt with quickly enough, or with the right treatment you need, which could result in your injury or death. 'At your own risk' means that if this happens you accept it will be your responsibility, and not the responsibility of your GP practice.

1 message remaining.

No, I will call 999 or go to A&E

Yes, I would still like to contact my GP practice at my own risk

Screenshot 8: Signpost AI – example routine message

Click the links below for information from the NHS related to your query. (Please note, some may not be relevant.)

- [Hair Loss](#)


Would you still like to submit your request to your GP practice?

1 message remaining.

No, this information has resolved my query

Yes, I would still like to contact my GP practice

Screenshot 9: Notice when patients or their carers use PATCHS that their anonymised data may be shared with The University of Manchester for research purposes



[Health Hub](#) [Patches GP](#) [Help](#) [Login](#)

Langworthy Medical Practice

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 NHS-approved research studies using anonymised Patches data please visit this [page](#).

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



Screenshot 10: Opt-out toggle button in PATCHS that patients can access at any time

patcheshealth

Advanced EMIS Practice

Kenneth

Help

Health Hub

Messages

Video calls

My health

Give feedback

Make a request

Data Privacy

We take data privacy very seriously at Patches.

Patches is a product developed and maintained by [Patches Health](#) and [OneAdvanced](#). It is [approved by the NHS](#) which means it meets strict security and privacy standards including the NHS' [Data Security and Protection Toolkit](#) and [Cyber Essentials +](#).

We use your **anonymised** data to improve Patches – **'anonymised' means you cannot be identified from it**. This includes developing 'artificial intelligence' to support your GP practice to provide the care you need safely and quickly.

We may share your anonymised data with The University of Manchester for research purposes, and with other GPs for monitoring purposes, to make sure Patches is safe and delivering its intended benefits. At any time, you can change whether your anonymised data is shared with The University of Manchester for research purposes using the toggle below. This will not affect your ability to continue to use Patches to access GP services.

To see a list of NHS-approved research studies using anonymised Patches data please visit this [page](#).

☒ Share my anonymised data with The University of Manchester for research purposes.

We do not sell your data and will never share your data without your consent.

If you would like your data to be deleted from Patches, please contact your GP practice.

To find out more about how your data is processed, please see the Patches [End User License Agreement](#)

Screenshot 11: Page showing list of NHS-approved research studies using anonymised Patches data

[PATCHS Support](#) / [GP practices](#) / [General information on Patches](#) / [Research evidence](#)

NHS-approved research studies using anonymised Patches data



Dr Ben Brown

Updated 10 seconds ago

AI Triage Accuracy

Full title: Improving the accuracy of artificial intelligence triage in primary care

IRAS ID: 331286

Chief Investigator: Dr Benjamin C Brown (University of Manchester). Dr Brown is a part-time employee of Patches Health as Chief Medical Officer and is a shareholder in the company. Patches Health develop the Patches software.

Contact email: patches.research@manchester.ac.uk

Sponsor organisation: University of Manchester

Research summary:

WHY ARE WE DOING THIS?

When patients contact their GP practice, the first step is to work out what kind of help they need and how quickly it's needed. This is called 'triage' and is important for patient safety. Artificial Intelligence (AI) can help make triage faster. While AI is already being used in the NHS, we don't know how accurate it is or if it treats all patients fairly.

WHAT WILL WE DO?

We will collect anonymised data from patients that use an AI triage system called Patches in GP practices in England. The project will last four years. We will analyse the data in four steps:

1. Look at data from GP practices using Patches without AI triage to see how they currently triage patients and what problems they face.
2. Use data from GP practices using Patches (both with AI on and off) to make the AI triage more accurate.
3. Check data from GP practices using Patches with AI triage off to measure how well the updated AI system works.

3. Check data from GP practices using Patchs with AI triage off to measure how well the updated AI system works.

4. Give the improved AI triage system to GP practices already using AI.

At each step, we will check whether patients from different backgrounds are treated fairly.

HOW WILL WE ANALYSE THE DATA?

We will use statistical methods to compare the triage decisions made by the AI with those made by clinical staff. This analysis will also be used to check that the AI works fairly for patients from different backgrounds.

WHAT DIFFERENCE WILL WE MAKE?

Our research will show the problems with triage and explain how an improved AI system could help patients get the care they need more quickly.

Research Ethics Committee name: Nottingham 1 REC

REC reference: 25/EM/0191

Date of REC Opinion: 01 Aug 2025

Was this article helpful?

Yes

No