

Important update: Our online consultation request system is changing



We want to let our patients know about an important change to the way you contact us online.

The practice will be moving from **Patchs** to a new system called **Blinx Paco**.

We know many of our patients are comfortable using Patchs and have become familiar with how it works. We understand that changing to a new system may feel frustrating or worrying.

We would like to reassure you that **this change has not been a decision made by the practice.**

The decision to move away from Patchs has been made as part of changes introduced through the **Integrated Care Board (ICB)**. This means the practice has been required to change the online system and we have not been given another option.

We appreciate your patience and understanding while this change takes place, and we will do everything we can to support you during the move to Blinx Paco.

What is Blinx Paco?



Blinx Paco is a new online consultation system that works in a similar way to Patchs. It allows you to send your request to the practice online.

Blinx Paco also has some added benefits:

- **You** do not need to create an account to use it.
- It works alongside the **NHS App**, helping you manage your healthcare more easily.
- It has a simple step-by-step process to guide you.
- It uses extra security checks to help keep your information safe.

What will I need to use Blinx Paco?

To use Blinx Paco, you will need:



Your NHS number

You can find your NHS number in the NHS App.

If you cannot find your NHS number, please contact the practice and we will be happy to help you.

A mobile phone number registered with the practice

Blinx Paco uses something called two-factor authentication to help keep your information safe.

This is like having two locks on a door instead of one. When you use Blinx Paco, you may receive a special code on your mobile phone. You enter this code to prove it is really you using the service. This helps protect your personal health information.



When will Blinx Paco start?

At the moment, we do not have a confirmed start date.

Please look out for more information from the practice. We will let you know when Blinx Paco is ready to use.

Will the way I ask to see a GP change?



No. The way you request help from the practice will stay the same.

If you would like to see a GP, you can:

- Complete the online form using Blinx Paco when it becomes available.
- Call the practice and a member of our admin team can complete a request on your behalf.
- Visit the practice and complete a paper form.

Our team will continue to review all requests and make sure you receive the right support.

Thank you for your understanding while this change happens. We know many patients are comfortable using Patches, but this change has been made outside of the practice's control. We will support you as much as possible as we move to Blinx Paco.