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March 2025

PATIENT COMMUNICATION



Automated Recall for People who are living with some Long-term health Conditions or taking certain medications

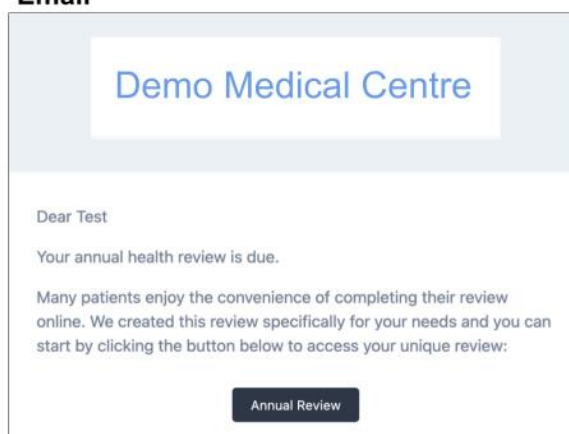
We will be using a new online system for reviewing some patients from 1st of April 2025.

More people are living with more than one Long-term health condition. Monitoring people's Long-term health conditions carefully is essential for safe prescribing and good outcomes. Using an automated system will enable us to do some of this monitoring virtually and prioritise seeing the people who need more help.

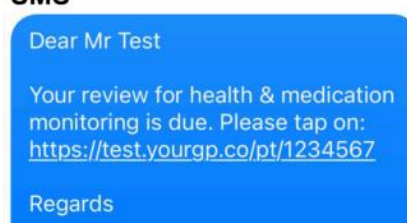
During their month of birth patients will receive an email or SMS invite from 'WatershipGP' containing a link to a questionnaire.

Examples of the types of messaging are below:

Email



SMS



Watership Down Health patients who are living with **Hypertension/ Heart Disease/ previous Stroke/ Asthma/ Chronic Obstructive Pulmonary Disease / Epilepsy/ Rheumatoid Arthritis** will be invited to complete an online review on a smartphone, tablet or computer. Patients will also be able to copy the

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link into a computer browser if that is easier. Personalised reviews allow a single annual review for all common long-term health conditions.

People taking **Oral Contraception/ Hormone Replacement Therapy or Anti Depressants** will also be offered virtual reviews.

The screenshot shows a mobile app interface for an NHS medical centre. At the top, the NHS logo is on the left and 'Demo Medical Centre' is on the right. Below this, a white box contains the following text: 'This review is intended for Mr D X.', 'Welcome to your annual review, customised to your medical needs.', 'Your answers are saved after every page. If you are unable to complete all sections in one sitting, you can return at any time to finish by using the same link.', and 'If you think any of the conditions below are not applicable please indicate [here](#).' Below the text are four white boxes, each with a condition name on the left and a blue 'Start' button on the right. The conditions are 'Introduction', 'Asthma', 'Diabetes', and 'Additional'.

Patients will be able to start the review and complete it later if needed. The practice team will look at the completed questionnaires and follow up personally with recommendations for next steps.

Where patients cannot be contacted by Email or SMS, automated voice calls are placed asking them to contact the practice. Some patients may be willing to engage online, and their personalised link is available in the medical record to be shared if appropriate with a family member or carer.

An online review is always optional. Our reception staff can arrange review appointment(s) in the usual way if preferred.

We hope this online service will give more flexibility, which in turn will allow the us to continue to provide excellent care. We welcome feedback via our website [Feedback | Watership Down Health](#).

Kind regards,

The Partners
Watership Down Health

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