



Newsletter Apr 2025

MedLink for Recalls

We will be using a new system (MedLink) for reviewing long-term conditions online from 01 April 2025. When you require a review (usually arranged in the month of your birth except March reviews which will be requested in early February), you will receive an invite containing a link by Email or SMS, and you may also receive an automated voice call asking you to contact Watership Down Health.

Patients will then be invited to click/tap on your link and complete your online review on a smartphone, tablet or computer. Patients will also be able to copy or type the link into a computer browser if that is easier. Personalised reviews allow a single annual review for all common conditions. Some conditions are not part of the online system, and these will be reviewed in the practice as normal. Overtime we may add in more reviews.

Patients will be able to start the review and complete it later if a patient requires more time. After completion of your review online, you will receive details if an appointment (e.g. blood test) is needed. The practice team will look at your answers and follow up with you.

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. Online review is always optional for patients, and if not desired reception staff can arrange review appointment(s) in the usual way.

We hope this online service will give you more flexibility and allow us to continue caring for you well. Any feedback about the new system please get in touch via our Web Site www.watershipdownhealth.com.

Updated Web Site

From the 10th March 2025, we have updated our Web Site. This has been done to keep up to date with best practice in the development of web sites, but also to respond to feedback we have received over the last year. Part of the feedback has highlighted that many patients view our Web Site on a smart phone, so the changes have taken this into account.

Note taking during Consultations

As patient consultations have become more complex overtime, we have reviewed how we can try and support clinicians in maximising the amount of time they have to listen to patients during what is usually a 15 minute consultation. Time spent typing up in the medical record takes the clinician away from the patient so we have made the decision to test a variety of note taking software. This will always be optional for patients and the consent of the patient will always be sought. We hope that patients will see this as a positive step forward.