



Patient Participation Group (PPG) Newsletter September 2025

Development of the Watership Down Health website

We continue to develop our website in line with NHS best practice and patient feedback. We wish to make all our patients aware, that when accessing any of our web forms, there is now the option to sign in using an NHS login. The benefit for patients, is that many of the fields will then be auto populated by the verified information in your NHS login, saving time and mis-keying. We hope that this will prove beneficial to our patients.

What happens if I need to update my email or mobile telephone number on the NHS App/Login?

We often get queries from patients who have updated their email address or mobile telephone number approaching us advising that the NHS App does not work. Please be aware that there has to be an exact match with the email/mobile that is used for NHS login and that which we have on your medical record. Without an exact match, the NHS App/login to your GP Practice will not work.

Change of Address and moving outside of the Watership Down Health boundary area

It is very important that the Practice has your up-to-date address, email address and telephone number(s) for you.

Not updating these details, may mean that patients will miss out on screening invitations, notifications from Primary Care Support England about your registration.

If a patient is not sure whether a new address is still within the boundary area, there is a postcode checker on our website at: <https://watershipdownhealth.com/services/new-patients/>

Alternatively, the NHS have a very helpful Find a GP service, which enables a patient to search by their postcode to find their nearest GP Practice. <https://www.nhs.uk/service-search/find-a-gp>

Please note that due to our high patient numbers and the volume of building that is on-going and planned within the Practice boundary, we are not able to keep patients on when they move outside the boundary.

NHS App Notifications

We have been asked by NHS England to ask patients to switch on Notifications on their NHS App so that they receive notifications.

To enable notifications in the NHS App, open the app, navigate to "More," then "Account and settings," and finally "Manage notifications." Toggle on the option to "Send me notifications about new messages." Ensure notifications are also enabled in your device's settings.

The Patient Participation Group AGM will be held on the 8th October 2025 at St Mary's Church Rooms at 5pm.

The PPG is a group of volunteers who are patients of the practice and meet once every two months with the following points as our guiding aims.

To develop the relationship between the Practice and its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

To work, collaboratively and positively, with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.

To build two-way communication and cooperation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

To act as a representative group to support the practice and influence local provision of health and social care.

The AGM is open to all patients of the practice who would like to help us meet these objectives so your attendance and questions are welcome.

Please e-mail Heather Bronks on hmann204@hotmail.com if you would like to attend the AGM.