



## Newsletter May 2026

### **Access to Appointments will be changing – a new approach**

#### **A Smarter, Faster Way to Reach Your GP**

Over the next month, we will be introducing a new, upgraded way for you to access our medical centre: GP Triage. This simple online tool via our web site ([www.watershipdownhealth.com](http://www.watershipdownhealth.com)) will help you get the right care from your GP more quickly by guiding you through a short set of questions about your symptoms or request. It is designed to make contacting us easier, reduce waiting times, and ensure your query reaches the right clinician or service straight away.

Please note that any patients without electronic means, will be able to call our Reception team who will complete the triage on your behalf. Nurse appointments will go through Reception as now.

#### **What Does This Mean for You?**

Instead of waiting on the phone or trying to find the right appointment type, you will be able to submit your request online via our website. The system reviews the information you provide and directs it to the most appropriate member of our team. This means faster responses, fewer delays, and a smoother experience for everyone. Whether you need medical advice, a prescription, or help with an administrative query, GP Triage will help us manage demand more efficiently.

#### **Safe, Secure, and Designed Around Your Care**

Your health and privacy remain our top priority. The triage system will not replace our clinicians, instead it will free up more appointments with them. Every request will be reviewed by a trained professional, and the information you share will be handled securely. By using GP Triage, you will help to reduce phone congestion and improve the overall quality of care we can offer.

### **We will be going live with the new GP Triage system on 20 May 2026.**

Please see below for videos of the new system available via Youtube:

**How to Use GP Triage - For Patients (Short Version):** <https://www.youtube.com/watch?v=RlfpB47Xwx8>

**How to Use GP Triage - For Patients (Full Version):** <https://www.youtube.com/watch?v=6KuSKDoyETg>

When we Go Live we will send a text/email or notification to the NHS App a few days before with an update. Please note that our Reception team will be available between 08:00 – 18:30 hrs Monday to Friday as now.

### **Covid Spring Booster Update**

Vaccinations will continue to be available until the 30 June 2026 for adults aged 75 and over, residents in care homes for older people and immunosuppressed patients.

Patients are also able to call 119 until 29 June 2026 to book appointments at a range of community pharmacies.

## **Join Dementia Research:**

Every 3 minutes, someone in the UK develops dementia.

There are many unanswered questions about the causes, prevention and treatment of dementia. Only research will help us to find these answers. This research is reliant on people like you volunteering to take part to make a difference.

Join Dementia Research is a service which enables people to register their interest in national dementia research. It helps people with dementia, their carers or those who support them, and anyone over 18 interested in dementia research to make a difference and take part in vital research studies.

Once signed up, you will receive email notifications about studies you can take part in. There is no obligation to take part in any of the studies you are matched to.

Watch this video (<https://www.youtube.com/watch?v=bJi5eQbPmaA>) to find out more about how the service works and sign up today on the Join Dementia Research website (<https://www.joindementiaresearch.nihr.ac.uk/>). Alternatively, click the 'Register by phone' button on the website or call one of our charity partners.

## **Cervical Smear results**

Please can all patients who have a cervical smear, please be aware that NHS England now have a digital first approach for patients to receive results. Normal results will go via the NHS App. We encourage all patients with the NHS App to switch Notifications on. If a result does not go through to the NHS App then patients will receive a letter centrally. Please note these letters do not come from your GP Practice.