



Newsletter October 2026

Repeat Prescriptions - Only order what you need

Approximately 2.5 million medicines are wasted annually across Hampshire and the Isle of Wight each year and you can play an important part in reducing this.

Why is this important?

- **Stay Well**
Unused medicines expire and may well become less effective leading to compromised care. Stockpiling medicines worsens drug shortages.
- **Stay Safe**
Stockpiles of medicines kept at home can be dangerous for children and pets. Medicines are only prescribed for you and for safety's sake should not be shared with anyone else.
- **Stay Green**
Only ordering what you need means that you are helping the environment because once medicines have left the pharmacy, they cannot be recycled or used by anyone else. Any unused medication can be handed back to the pharmacy to be disposed of correctly. Just binning them at home means they can pollute our river and waterways.

Only order what you need to tackle medicines waste

Repeat prescriptions can be managed through the NHS App but please check what you have at home before you order more. App requests may need up to 5 working days to be safely processed but if you don't have access to the app, you can still use paper prescriptions.

Our website also allows requesting repeat prescription (not to be used for acute/one-off requests):

<https://watershipdownhealth.com/services/managing-your-health-online/online-forms/repeat-prescription-request/>

Flu Update:

Please call the practice if you are eligible for a flu vaccination as we have some appointments left. You can also check the practice website or call 119 where you can find an appointment that will be most convenient to you.

GP Triage

GP Triage is available from 07:00 am Monday to Friday. On Bank Holidays, out of hours or on the four afternoon training sessions we have per year, 111 is the best option. Our reception team will continue to be available between 08:00 – 18:30 hrs Monday to Friday, for queries and other appointments should you not be able to access the practice online.

Please note if you do not have electronic means or are unable to manage digital solutions, do make this known to our reception team at the outset of all conversations and they will be happy to help.

The GP Triage system can be accessed via our website by one patient at a time only at:

<http://watershipdownhealth.com>

NHS App Update

An NHS App help clinic run by the PPG will be held on 6th October 2026 at the Oakley Surgery, Sainfoin Lane, Oakley RG23 7HZ from 9 – 11am for patients registered with Watership Down Health.

Patient Survey

Please be aware that at our flu clinics on the 3rd and 10th October 2026, members of the PPG will be assisting us with a short survey on our telephone system and website. We value any community feedback and your participation will be both gratefully received and very helpful.

Did you know?

During the month of August 2026, we received 9,636 telephone calls. The average call length was 502 seconds (8.4 minutes). 3,371 patients used our Call Back facility. 3,109 Call Backs were successful. There were 92 that did not go through in the month due to Connectivity issues. Our Team delivered 10,543 appointments in August 2026.