



Newsletter November 2026

Flu/Covid Update:

Thank you to the Patient Participation Group members who have helped at our Flu clinics over the Autumn. We have seen good uptake of appointments and lower 'Did Not Attend' rates than previous years.

For anyone who still wishes to have a Covid or Flu vaccination, please call 119 where you can find an appointment that will be most convenient to you.

GP Triage:

We are grateful for all the patient feedback regarding the new system and have made several updates to streamline the triage process.

Our reception team will continue to be available between 08:00 – 18:30 hrs Monday to Friday for all queries and other appointments should you not be able to access the practice online. For requirements on bank holidays, out of hours needs and on practice training days, please call 111.

Please note if you do not have electronic means or are unable to manage digital access, let our reception team know at the start of your call 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

If you need help with the NHS App, Hampshire County Council has organised a morning of support at the Basingstoke Discovery Centre in Festival Place. "Everyday Digital skills using the NHS App" is on the 25th November 2026 from 9.45am and places are free, but need to be booked at:

<https://shop.hants.gove.uk/collections/digital-skills>

You can also go to Hampshire County Council shop page and then select the "Adult Learning and Skills" tab.

What is Proxy Access?

Proxy access allows you to choose a trusted person to help you look after your health needs. This person will have access to some of your medical information, allowing them to assist with online appointments and repeat prescriptions, but only with your permission.

Proxy access is there to help people who may find it hard to manage their healthcare on their own, like a child who will need a parent or care-giver to manage on-going medication requirements or an elderly patient who may need assistance.

If the patient is able to be involved in their medical care, they will be able to choose who and how much access is given to their medical records and then the GP practice will further check that proxy access is safe and right for the patient.

If you feel that proxy access may help a child or loved one manage their healthcare better, please ring Reception on 0333 034 1033 for the proxy access form.

Did you know?

During the month of Sep 2026, we received 11,026 telephone calls (up from 9,636 in Sep 26). The average call length was 10.36 minutes, and our team delivered 10,906 appointments in September 2026.

13,243 patients have an Online Account and 476 have Proxy Access. 13,719 (71%) patients have an Online presence out of the 19,331 registered at Watership Down Health.