Whitewater Health

Summer 2026 Patient Newsletter



Service Transformation Update

Since the launch of Total Triage on 14 July 2025, we have been driving a fundamental transformation in how patients access care at Whitewater Health. Our primary ambition remains unchanged: ensuring every patient receives the right care, in the right place, at the right time, delivered by the most appropriate member of our multidisciplinary team.

We fully recognise that transitioning to a modern operating model requires an adjustment period for both patients and staff. We are immensely grateful for the patience, constructive feedback and shared commitment shown by our community throughout these early months of change.

Why We Needed to Evolve

Prior to this change, patient demand significantly exceeded our capacity. Frequently we were left with no remaining appointments on the day and no routine appointments available within the following two weeks. This led to delays, frustration, and an over-reliance on NHS 111. Despite having a full clinical workforce, our traditional model was no longer sustainable and did not meet the needs of our growing population.

The national direction of travel is clear: general practice must modernise to optimise access and prioritise clinical urgency. By adopting Total Triage, we can now respond to more patient requests each day, better manage increasing demand, and improve the overall fairness of access to NHS care.

We are now one year into this transformation and are seeing encouraging signs of progress.

Our Digital Front Door – Progress to Date



All patients seeking GP or pharmacist support are now asked to submit an eConsult. This aligns with the new national Patient Access Charter – You and Your General Practice.

There are multiple accessible routes available:

• Submit online via our website or the NHS App
• Telephone our AI Voice Assistant, who transcribes your needs and securely submits an eConsult on your behalf. You can opt out and speak to a medical receptionist by asking the AI.
• Attend reception where our team can support digital completion if needed

We encourage use of online or telephone channels wherever possible to reduce queues at reception and keep face-to-face support available for those who genuinely need it.

Early Improvements Observed

• Increased daily clinical capacity, enabling more patient requests to be processed overall
• Faster access to care, particularly for urgent issues that can be actioned without a traditional GP appointment (e.g., prescriptions, tests)
• Enhanced ability to signpost appropriate self-care options and the Pharmacy First service
• Reduced dependency on telephone queues thanks to increasing uptake of our AI Voice Assistant month on month.



June 2026 Activity and Stats Snapshot



We know everything is not perfect yet - Listening to patient feedback has been invaluable	
Key themes include:	***eConsult forms feeling long or repetitive***
Update:	We appreciate the forms can be detailed and not every problem will fall into a template. The information you provide allows our GPs to make safe clinical decisions, sometimes enabling treatment or investigations without the need to be seen in person. Please provide as much detail to help our team selecting the most suitable template. This improves prioritisation and ensures fairness, with urgent needs managed first.
	Telephone wait times still challenging during peak demand
Update:	We continue to optimise staffing and encourage digital routes to help minimise delays for those who rely on phone contact. We also have a remote team of receptionists who are helping us to answer the phones quicker, but please use the AI receptionist as this will improve system efficiency and enable those who need to speak with a medical receptionist to get through promptly.
	Disagreement over triage outcomes
Update:	Clinical urgency is determined based on the symptoms provided and your medical history. This decision is made by one of our GP's, please provide as much detail as possible. However, we recognise that health conditions evolve. If symptoms worsen, please contact us again or call NHS 111 for urgent advice.
	Digital accessibility
Update:	All pathways remain open for those unable to submit online. Carers, family and friends can assist, and there is no need for a login or email address — we simply require key personal details.

What This Means for Patients

Total Triage supports:

• Improved continuity for those who need ongoing GP-led care
• Better utilisation of our expert clinical teams including advanced practitioners, pharmacists, paramedics and nurses
• Prioritisation of urgent needs based on clinical information, not queuing capacity
• Fairer and more transparent access to appointments

While change can feel disruptive, the benefits are emerging clearly: more patients are being helped, more quickly, and with improved allocation of the right expertise.

Continuous Improvement



We are committed to ongoing refinement and will continue to:

• Expand digital literacy support, including monthly NHS App and eConsult drop-in sessions with our Patient Participation Group
• Enhance our AI telephone experience with supplier-driven updates, including the new check, change and cancel appointment feature.
• Improve clarity and transparency around triage outcomes via better messaging
• Strengthen our communication to ensure expectations are clear.

How You Can Help Us Help You



• Use eConsult wherever possible – available daily from 08:00
• Provide detailed information to support safer clinical decision-making
• Avoid the 08:00 peak for non-urgent calls where possible
• Check the NHS App for results, prescriptions and updates before phoning
• Keep your contact details up to date and ensure SMS permissions are active



“Thank You”

To all patients who have adapted to new ways of accessing care and provided thoughtful feedback — thank you. Your partnership is helping us build a more sustainable, equitable and resilient primary care service for our 18,000 patients across Hook and Hartley Wintney.

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New patient check-in Screens and waiting room Screens

We are pleased to share that our patient check-in and waiting room screens have been fully upgraded across both sites. These enhancements enable a more intuitive check-in experience and now include a QR code option, allowing those who prefer to use their own smartphones to check in seamlessly.

The new screens also include a patient call-in feature to support greater flow and efficiency throughout the day. When the clinician is ready, an audible alert will sound and your name along with the room location will be displayed on the screen. Alongside these operational improvements, the refreshed digital displays will host more engaging and relevant health information to support prevention and wellbeing.



New Check, Change and Cancel Telephone AI voice assistant

We are pleased to announce a new feature on our telephone system that makes managing your appointments even easier.

You can now use our automated check, change and cancel service, powered by our AI voice assistant, to:

- Check the details of your upcoming appointments
- Change an appointment where appropriate
- Cancel an appointment you no longer need

This service is available 24 hours a day, 7 days a week, allowing you to manage your appointments at a time that suits you, without needing to wait for the practice to open.

We hope this new service will make it quicker and more convenient for patients to manage their care while helping us make the best use of available appointments.

If you have any difficulties using the service, our reception team will be happy to help during normal opening hours.



Keep Your Personal Details Up to Date

As we continue to modernise access and communication through Total Triage and digital channels, it is vital that the information we hold for you is accurate. Ensuring we have your correct address, telephone number, email address and consent for SMS messaging enables timely communication about test results, appointments and referrals. If your contact details change, please update us as soon as possible via the NHS App, through eConsult or by speaking to our reception team. Thank you for helping us maintain high-quality, safe and responsive care.

July: **UV Safety Month**



There is no such thing as a healthy, safe way to tan, and a tan does not protect you from UV rays. 90% of UV rays can pass through clouds, so you can get burnt even on a cloudy day. The risks of excessive UV exposure include:

- Sunburn
- Premature ageing (such as wrinkles and age spots)
- Increased risk of skin cancer
- Eye damage (increased risk of cataracts and other eye conditions)

In the UK, the sun is strongest from March to October, particularly between 11am and 3pm, so avoid direct sunlight between these times. Ways to protect yourself include:

- Staying in the shade of trees, buildings or parasols
- Covering up with long sleeves and trousers or a long skirt and a wide-brimmed hat
- Wearing UV-protective sunglasses
- Applying a minimum SPF30 sun cream regularly to all exposed skin

Visit https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/ to find out more about the dangers of UV light, and how to stay safe this summer.

Training the Next Generation of Healthcare Professionals



Whitewater Health is proud to be a GP Training Practice, playing an important role in developing the next generation of healthcare professionals.

Our experienced team includes several accredited GP Trainers who provide supervision and support to doctors undertaking their specialist training in General Practice. You may therefore be offered an appointment with a GP Registrar (also known as a Specialty Registrar). These are fully qualified doctors who are completing advanced training to become independent GPs. They work under the guidance of our experienced GP Trainers and bring up-to-date clinical knowledge and enthusiasm to patient care.

In addition to GP Registrars, we also support Resident Doctors and Pharmacy Students as part of their professional education. By providing high-quality training placements, we help ensure there is a skilled and sustainable healthcare workforce for the future.

We are grateful to our patients for supporting this important work. By allowing trainees to be involved in your care, you are helping to educate the healthcare professionals who will care for communities for years to come. All trainees are appropriately supervised, and if you would prefer not to have a trainee involved in your consultation, please let a member of our team know.

Covid & Flu Vaccinations

This year's Covid-19 and flu vaccination campaign will start for adults in October 2026 and Flu will be available for children and pregnant patients from September 2026.

Eligibility for the Covid-19 vaccine changed last year, and all eligible patients will be notified by the NHS or directly by the practice.

Eligibility for Covid-19 vaccination currently includes:

- Adults aged 75 years and over
- Residents in older adult care homes
- Individuals aged 6 months and over who are immunosuppressed

You will be invited to book your vaccination soon by email or SMS.





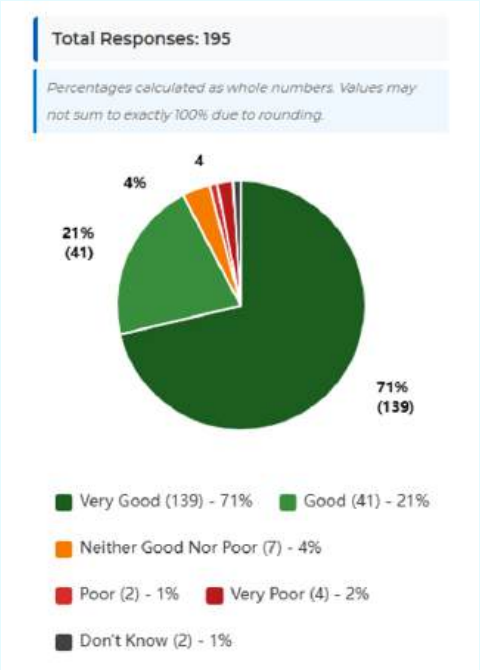
Digital Drop in Sessions

In collaboration with our Patient Participation Group, we recently delivered several Digital Drop-in Sessions aimed at helping patients build confidence in using the NHS App and submitting eConsults. We were delighted with the turnout and the positive outcomes achieved across both sites.

Please keep an eye out for future sessions which will be advertised via our waiting room screens, posters, website and Facebook page. We look forward to continuing to support patients in accessing care digitally.

Friends and Family Data: June 2026

We highly value patient feedback as it helps shape continuous improvement in how we deliver care. In June, we received 195 Friends and Family responses. We are pleased to report that 92% of respondents rated our service as good or very good. Thank you to everyone who took the time to share their experience.



Social Media: Facebook

Did you know that Whitewater Health is now active on Facebook? We are regularly sharing useful information, health and wellbeing messages, and important service updates to keep our community fully informed.

By following our page, you will be among the first to hear about new initiatives, clinic availability, seasonal campaigns and digital support opportunities.

Follow us here: https://www.facebook.com/whitewaterhealth22

Yours in health

Dr Heathorn, Dr Botting, Rob Whitfield, Jo Clinch
Whitewater Health Management Team

(GP Partners, Clinical Manager and Operations Manager)