



### **Celebrating One Year as a Merged Practice – Thank You!**

On 1 July 2025 we will celebrate the first anniversary of our practice merger. As we approach this milestone we want to take a moment to thank all our patients. We truly appreciate your support and patience during this time of change and growth. Merging practices comes with challenges, especially in the current NHS climate, but your understanding has meant a lot to us.

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### **✔ Service Updates & Improvements**

Our Acute Hub has now been open since August 2024. The Acute Hub handles most urgent, same-day appointments.

The service runs predominantly from our Shenley Church End (SCE) site, but with a satellite clinic in Stony Stratford (SS).

This setup is working well and helps us respond more effectively to urgent patient needs.

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### **Patient Participation Group (PPG)**

The merged PPG for Watling Street Practice has recently published its new Terms of Reference.

The Terms of Reference, dates of upcoming meetings and minutes of recent meetings are all available at <https://www.watlingstreetpractice.com/patient-participation-group-ppg>

If you have any questions for the PPG, including how to become a member, please contact the group at [wsp.ppg@nhs.net](mailto:wsp.ppg@nhs.net)

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### **🙌 Help Us to Help You**

We are committed to offering the best possible care within the resources available. Here's how you can support us:

- **Use Pharmacy First** - for 7 common conditions (e.g. hay fever, minor infections)
  - **Submit online requests** - for medical or admin queries use online when you can
  - **Cancel appointments you can't attend** - since 1 Jan 2025, 3,517 appointments have been missed (and not cancelled). Every missed slot could have been used by someone in need so please let us know if you cannot attend your appointment with enough time to ensure your slot can be allocated to someone else.
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### LIVE NOW: Heidi AI

The practice is now using **Heidi Health** as a digital transcription service during consultations.

However Heidi is more than just a dictation tool. Heidi has been designed to allow clinicians to focus entirely on you during your visit while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record of your care.

### **Do I have to give consent?**

Your consent is crucial. All clinicians are encouraged to obtain consent before using Heidi. You can withdraw your consent at any time.

### **Do you store recordings of my appointment?**

Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored. Notes that a clinician saves from the appointment will only be added to your electronic health record in the practice's clinical system.



### **Who has access to my medical information?**

We employ robust and strict access controls meaning only your clinician has access to sensitive information- We are GDPR and NHS compliant and our information management systems are also ISO27001 accredited for data security.



### **Where is my data stored?**

We prioritise data sovereignty by ensuring all our data is locally hosted within the UK. This practice enhances data security while also ensuring compliance with UK data protection regulations.

### **Additional information from Heidi**



### **How is my data used?**

Our approach to data collection is threefold:

- **Be Transparent:** We clearly explain how we use your data in our Privacy Policy and Terms and Conditions.
- **Limit Collection:** We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
- **Ensure Security:** We restrict the disclosure, retention, and use of your data, ensuring it is safeguarded.

Our commitment ensures that every piece of information collected has a clear purpose, either to deliver the product you love or to improve Heidi's performance and accuracy

<https://www.heidihealth.com/uk/resource-centre>  
Get in touch at [hello@heidihealth.com](mailto:hello@heidihealth.com) or visit [heidihealth.com](https://www.heidihealth.com)



### Coming Soon: New Appointment Triage System

Thanks to your feedback last year, we heard that while many patients are satisfied once they get an appointment, there's a clear need for better access, more choice and easier booking.

So we are excited to introduce **Rapid Health Smart Triage**, our new online triage and booking system, launching late June.



Here's how it will work:

- You do not need to register an account, or create a password to use Smart Triage
- You'll be asked to complete a simple online form
- Based on your responses, the system will suggest appropriate clinicians and available appointments
- You'll be able to self-book your appointment immediately — no waiting for a call back.

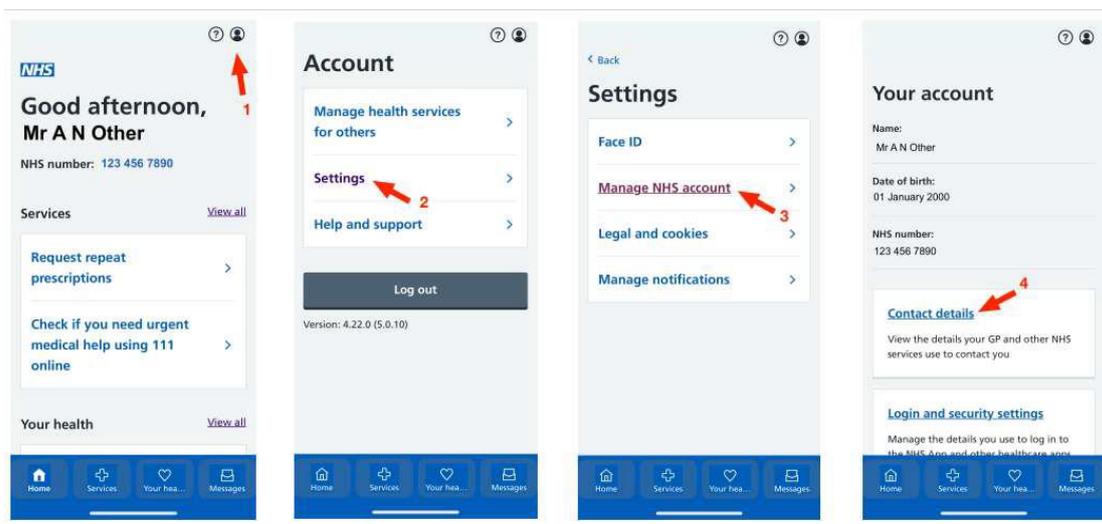
Follow the link below for a short video showing you how Rapid Health works

[Rapid Health - Patient Explainer](#)

Once Rapid Health is live you should start to see the benefit of more flexibility, quicker responses, and better access to the clinician of your choice.

To be able to book your own appointments you must have a valid email address on your patient record. **Therefore, we ask you to check and update your email address.**

You can do this using the NHS App (see instructions below) or using the change of personal details webform on our website.



**For patients unable to access Smart Triage online we will continue to assist you over the phone.**



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### **Smart Triage: Access for Children**

For children under 16 years-old Smart Triage works slightly differently. You will be able to use the same link to submit your child's medical request, but you may not be able to book your own appointment. If you are not able to make your own booking, the request will be reviewed by someone at the practice, and they will get back to you.

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 **Help us help you:** Please update your email and mobile number with us to ensure you receive appointment information and updates without delay.

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### **Long-Term Conditions & Specialist Services**

Our Long-Term Conditions Hub is now based mainly at the Stony Stratford site, where our dedicated nursing team provides chronic disease care.

We also have a satellite clinic in Great Holm for patients in that area.

Looking ahead, our specialist services, including Community Dermatology and ENT, will be run from the Great Holm site.

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Please remember to re-set your favourites and bookmarks to [www.watlingstreetpractice.co.uk/](http://www.watlingstreetpractice.co.uk/)

We have kept the 3 practice websites live for the past 12 months while everyone gets used to the new site, but those 3 practice websites will soon be turned off so please ensure you have a note of the Watling Street Practice website address.

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### **We Value Your Feedback**

Whether it's a compliment or a suggestion, your feedback makes a difference. Please keep sharing your experiences so we can continue to improve.

If you wish you can contact us via our website you can do so by following the link below:

<https://www.watlingstreetpractice.com/suggestions-and-feedback>

Thank you again for being a part of our journey — we look forward to growing and improving together.

Warm regards,  
**Your GP Practice Team**