

Hadwen Health

How to get the most from your Practice

We are keen to make it simple for you to get the help you need from us, as quickly and as efficiently as possible. We hope the below information will provide you with contact information and links to reduce the time you might have otherwise spent on the telephone trying to contact us

The **NHS App** provides a useful way to access your medical records, order medication & contact us. You can download the NHS App from Apple's App Store or Google Play. The app can take up to 7 days from downloading before you have full functionality.

Most of our resources can be accessed online however if you would prefer to speak to us then please phone 01452 529933 and we will be very happy to help you.

Our website also contains lots of useful information and contact details:

www.hadwenhealth.co.uk

What you need	How to get help
Clinical	
Medical issue – urgent or routine (that isn't covered below)	<ul style="list-style-type: none">• For Emergencies eg. suspected Heart attack or Stroke please phone 999.• Injuries can be assessed at Gloucester Royal Emergency Department or Stroud Minor Injuries Unit (call 0300 421 7777 before visiting).• www.111.nhs.uk• Otherwise please speak to a Patient Adviser - phone 01452 529933
Test results	<ul style="list-style-type: none">• Blood test or Xray result – You will be contacted if your results are abnormal to discuss the next steps. If they are normal you will not be contacted. Log into the NHS App to view your results -• Scans – You need to speak to the organisation that requested it:<ul style="list-style-type: none">○ Hadwen Clinician - Speak to a Patient Adviser - phone 01452 529933○ Hospital doctor – Speak to their secretary. For Gloucester Royal Hospital or Cheltenham General Hospital call 0300 422 2222
Submit Home Blood Pressure readings	Please go to http://www.hadwenhealth.co.uk/navigator/blood-pressure-review/ Our website allows you to submit up to 7 days of readings and will automatically calculate your average for you. If we have concerns about your readings we will contact you.
Annual reviews	<p>You will receive an invitation if you have a condition that requires an annual review. This is usually around your birthday month.</p> <p>We invite patients for their annual reviews by text message. This gives you the option of being able to complete questionnaires on-line and book your own appointment. We hope this is more convenient for our patients. If we do not have a mobile number for we will invite you by letter or call you.</p>

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Medication	
Prescription requests	<p>Please order through one of the following:</p> <ul style="list-style-type: none"> • Repeat Prescriptions – NHS App – allows you to see the list of your repeat prescriptions and order them most easily. • Or –please visit our website, if you do not have the NHS app or the medication is not on your repeat list, http://www.hadwenhealth.co.uk/navigator/request-a-repeat-prescription/ • If you don't have internet access, then please bring your paper requests to Hadwen and post in the repeat prescription request box. <p>All queries relating to prescriptions should be directed to our dedicated prescription line by calling 01452 529933, then choosing option 3. Please follow the instructions on the phone message, and you will hear back from a member of the prescription team within 3 hours (after 4pm, this may be the next working day). The prescription line should not be used to order medication. Please only call in person at the surgery if your prescription query is urgent, and be aware that you will need to wait for a prescription advisor to become available to assist you. Please also help us by remembering to request your prescription early enough to avoid you running out of medication. Prescription requests are accepted up to 10 days before the due date.</p>
Other Medication support	<p>Please go to https://www.hadwenhealth.co.uk/digitalpractice/medicines-and-prescriptions/</p>
Administrative	
Sick / Fit notes	<p>Please go to http://www.hadwenhealth.co.uk/sick-note/ We will not provide you with a note until you have been absent from work for 7 consecutive days. If you are not well enough to work we can provide a sick note to confirm this to your employer, once they have spoken to you.</p>
Referral requests	<p>Please go to http://www.hadwenhealth.co.uk/referrals/ On our website you can self-refer to a large number of services including children's and adult physiotherapy, podiatry, weight management, support to stop smoking, alcohol reduction, CGL (drug-use), midwifery services, mental health support, sexual health and more. Referring yourself will save any delays in your referral being made and allow you to take control of your health needs and treatment.</p>
Medical Reports including "To whom it may concern" letters.	<p>Please go to http://www.hadwenhealth.co.uk/navigator/medical-report-request/ Some reports, letters, and medicals are chargeable. We will contact you to confirm this once we receive your request.</p>
Change personal details eg. Address or telephone number	<p>Please go to https://www.hadwenhealth.co.uk/Navigator/change-of-personal-details/</p>
Tell us that you are a carer	<p>Please go to http://www.hadwenhealth.co.uk/navigator/register-a-carer/ Adult carers can find a wealth of information and support at https://gloucestershirecarershub.co.uk/ Young carers aged 8-24 years old can find information and support at</p>

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	http://www.glosyoungcarers.org.uk/
Tell us that you are an Armed Forces Veteran	Please go to https://www.hadwenhealth.co.uk/navigator/tell-us-that-you-are-an-armed-forces-veteran/
Consent for someone else to be able to access your medical records	If you would like someone else to have access to your medical records or discuss your needs with our staff please ask for a form at Reception ie. if you are a carer.
Registering with Hadwen	
Registering as a new patient	Please go to our website http://www.hadwenhealth.co.uk/navigator/new-patient-registration/
New-born baby registration	Please go to http://www.hadwenhealth.co.uk/navigator/new-baby-registration/
Feedback	
Feedback and Complaints	Please go to https://www.hadwenhealth.co.uk/feedback-complaints/
Anything else	
If you can't find what you're looking for	Please go to http://www.hadwenhealth.co.uk/ask-the-practice-a-question/ and use the search box at the top of the page or phone us on 01452 529933

Hadwen Health

Staff Available to You at Hadwen Health

At Hadwen Health we have invested in our team and have a wealth of different health care professionals that can support you. It is not appropriate for every appointment to be with a GP, we have recruited specialists that, in many instances, will be able to help you quicker. Our team of health professionals are qualified and regularly attend professional development courses to ensure they are giving you the best treatment.

Some of the team you might speak to or see when booking or attending an appointment at Hadwen Health include:



Patient Adviser

Trained to signpost you to the most appropriate professional as quickly as possible. Our Advisers will ask you questions relating to your condition, discuss what you would like from your appointment and then signpost you to the most appropriate service or book an appointment with the most suitable clinician for the condition you have.



Advanced Practitioner

Advanced Practitioners are senior and experienced Registered Clinicians who have completed extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with new or worsening problems.

Our team of Advanced Practitioners manage same-day urgent appointments & can escalate to a GP where appropriate.



First Contact Physiotherapist

Our FCP will assess your joint and muscle issues as a GP would but with the expert knowledge of a physiotherapist. They will provide you with advice, exercises and suggest further treatment if necessary.

You can self-refer for physiotherapy [here](#)



Mental Health Practitioner

Experts have reported that one in every four people seen in primary care will need treatment for a mental health problem at some point in their lives. We can offer dedicated appointments with a specialist Mental Health Practitioner to support you. The Practitioner can listen, signpost, refer you to other organisations as well as discuss medication and treatment options with you. Some patients find that one appointment is enough to have them on the path to feeling better, other patients really benefit from multiple appointments. We work with the individual.

Hadwen Health

Practice Nurse

Our team of Practice Nurses are involved in multiple aspects of patient care including

- Management of long-term conditions such as asthma, diabetes, and COPD.
- Minor and complex wound management
- Travel health advice and vaccinations
- Child immunisations and advice
- Family planning & women's health including cervical smears
- Men's health screening
- Sexual health services
- Screening and helping patients to manage long term conditions



Health Care Assistant

Our Health Care Assistants work in partnership with our clinicians to support new diagnosis and manage long term conditions.

This work includes

- Obtaining blood samples
- Electrocardiograms (ECGs)
- Pre-medical checks
- Support annual reviews and health checks



Social Prescriber

Our Social prescribers work with our patients to find them services and activities that offer practical, social and emotional support that will improve the patient's health and wellbeing.

[What is Social Prescribing? - YouTube](#)

See [here](#) more information about social prescribing & to self refer.

Pharmacist, Pharmacy Technician, and Prescription Adviser

Our Pharmacists and Pharmacy Technicians support the safe use of medicines and provide excellent health care advice to our patients. Our Pharmacists will complete medication reviews, support medication compliance and work with our patients who take multiple medications or have complex needs. Our team also includes a number of Prescription Advisers who deal with day to day medication requests and repeat prescriptions.

