

# 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 and view your Covid passport. 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 are able to 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](http://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"><li>• For Emergencies eg. suspected Heart attack or Stroke please phone 999.</li><li>• Injuries can be assessed at Gloucester Royal Emergency Department or Stroud Minor Injuries Unit (call 0300 421 7777 before visiting).</li><li>• <a href="http://www.111.nhs.uk">www.111.nhs.uk</a></li><li>• Otherwise please speak to a Patient Adviser - phone 01452 529933</li></ul>
Test results	<ul style="list-style-type: none"><li>• Blood test or Xray result – log into the NHS App- If action is required following a test or Xray we will always contact you to discuss next steps.</li><li>• Scans – You need to speak to the organisation that requested it:<ul style="list-style-type: none"><li>○ Hadwen Clinician - Speak to a Patient Adviser - phone 01452 529933</li><li>○ Hospital doctor – Speak to their secretary. For Gloucester Royal Hospital or Cheltenham General Hospital call 0300 422 2222</li></ul></li></ul>
Submit Home Blood Pressure readings	Please go to our website <a href="http://www.hadwenhealth.co.uk/navigator/blood-pressure-review/">http://www.hadwenhealth.co.uk/navigator/blood-pressure-review/</a> 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	You will receive an invitation if you have a condition that requires an annual review. This is usually around your birthday month.  We will soon be inviting some patients for their annual reviews by text message. This will give you the option of being able to complete questionnaires on-line and book your own appointment. We hope this will be much more convenient for some of our patients. If we do not have a mobile number for you or if you would prefer to receive recall invitations by mail, we can continue to invite you by letter as we do currently.

## Hadwen Health

Medication	
Prescription requests	<p>Please order through one of the following:</p> <ul style="list-style-type: none"> <li>• Repeat Prescriptions – NHS App – allows you to see the list of your repeat prescriptions and order them most easily.</li> <li>• Or –please visit our website to order on our website if you do not have the app or the medication is not on your repeat list:  <a href="http://www.hadwenhealth.co.uk/navigator/request-a-repeat-prescription/">http://www.hadwenhealth.co.uk/navigator/request-a-repeat-prescription/</a></li> </ul> <p>If you don't have internet access, then please hand in paper requests at Hadwen.</p>
Other Medication support	<p>Please go to our website  <a href="https://www.hadwenhealth.co.uk/digitalpractice/medicines-and-prescriptions/">https://www.hadwenhealth.co.uk/digitalpractice/medicines-and-prescriptions/</a></p>
Administrative	
Sick / Fit notes	<p>Please go to our website <a href="http://www.hadwenhealth.co.uk/sick-note/">http://www.hadwenhealth.co.uk/sick-note/</a>            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 your GP can write you a note to confirm this to your employer, once they have spoken to you.</p>
Referral requests	<p>Please go to our website <a href="http://www.hadwenhealth.co.uk/referrals/">http://www.hadwenhealth.co.uk/referrals/</a>            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 our website  <a href="http://www.hadwenhealth.co.uk/navigator/medical-report-request/">http://www.hadwenhealth.co.uk/navigator/medical-report-request/</a>            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 our website <a href="http://www.hadwenhealth.co.uk/change-of-personal-details/">http://www.hadwenhealth.co.uk/change-of-personal-details/</a></p>
Tell us that you are a carer	<p>Please go to our website  <a href="http://www.hadwenhealth.co.uk/navigator/register-a-carer/">http://www.hadwenhealth.co.uk/navigator/register-a-carer/</a>            Adult carers can find a wealth of information and support at <a href="#">Gloucestershire Carers Hub</a>            Young carers aged 8-24 years old can find information and support at <a href="#">Gloucestershire Young Carers</a></p>
Tell us that you are an Armed Forces Veteran	<p>Please go to our website  <a href="https://www.hadwenhealth.co.uk/navigator/tell-us-that-you-are-an-armed-forces-veteran/">https://www.hadwenhealth.co.uk/navigator/tell-us-that-you-are-an-armed-forces-veteran/</a></p>
Consent for someone else to be able to access your medical records	<p>Please go to our website  <a href="http://www.hadwenhealth.co.uk/navigator/consent-and-withdrawal-of-consent-forms/">http://www.hadwenhealth.co.uk/navigator/consent-and-withdrawal-of-consent-forms/</a>            If you would like someone else to have access to your medical records or discuss your needs with our staff please complete the form above.</p>
Registering with Hadwen	
Registering as a new patient	<p>Please go to our website  <a href="http://www.hadwenhealth.co.uk/navigator/new-patient-registration/">http://www.hadwenhealth.co.uk/navigator/new-patient-registration/</a></p>

## Hadwen Health

New-born baby registration	Please go to our website <a href="http://www.hadwenhealth.co.uk/navigator/new-baby-registration/">http://www.hadwenhealth.co.uk/navigator/new-baby-registration/</a>
Feedback	
Feedback and Complaints	Please go to our website <a href="http://www.hadwenhealth.co.uk/feedback-complaints/">http://www.hadwenhealth.co.uk/feedback-complaints/</a>
Anything else	
If you can't find what you're looking for	Please go to our website <a href="http://www.hadwenhealth.co.uk/ask-the-practice-a-question/">http://www.hadwenhealth.co.uk/ask-the-practice-a-question/</a> and use the search box at the top of the page or phone us on 01452 529933

### Staff Available to You at Hadwen Health

At Hadwen Health we have invested in our team and now 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 Nurse Practitioner and Advanced Clinical Practitioner

Advanced Practitioners are senior and experienced Registered Nurses and Paramedics 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 support our on-call team, dealing with same-day urgent appointments.



#### 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:

<https://www.gloshospitals.nhs.uk/our-services/services-we-offer/physiotherapy/how-can-i-see-physiotherapist/>

## Hadwen Health

### 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.



### 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](#)

More information about social prescribing and how our team can support you is available below:  
<https://www.hadwenhealth.co.uk/wp-content/uploads/2022/02/Social-Prescribing-Leaflet-Hadwen-1.pdf>



## Hadwen Health



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Pharmacist, Pharmacy Technician, and Prescription Advisor  
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.