

HADWEN HEALTH PATIENT NEWSLETTER DECEMBER 2024

Please see below our opening hours over the Christmas period.

CHRISTMAS & NEW YEAR OPENING HOURS

Tuesday 24 th December	8am - 5.30pm	
Wednesday 25 th December	CLOSED	
Thursday 26 th December	CLOSED	
Friday 27 th December	8am - 6.30pm	
Monday 30 th December	8am - 6.30pm	
Tuesday 31 st December	8am - 5.30pm	
Wednesday 1 st January	CLOSED	
Thursday 2 nd January	8am - 6.30pm	usual opening hours



If you feel you need medical help when we are closed, please click or call **NHS111**.

ORDERING MEDICATION

The NHS in Gloucestershire is urging people to only order the medication they need from their repeat prescriptions to reduce waste. It is estimated that around 1.4 million medicine items are wasted unnecessarily in Gloucestershire each year.

An advertisement for the NHS App. It features a hand holding a smartphone displaying the NHS app interface. To the right, there is a blister pack of green pills. The text 'Order repeat prescriptions on the NHS App' is prominently displayed. Below this, there are three bullet points: 'easily choose where your prescriptions are sent', 'order at a time that suits you', and 'need help? Access support in the app or visit nhs.uk/helpmeapp'. At the bottom, there are logos for the NHS App, a QR code, and download instructions for the App Store and Google Play.

Order repeat prescriptions on the NHS App

- 📍 easily choose where your prescriptions are sent
- 🕒 order at a time that suits you
- 🆘 need help? Access support in the app or visit nhs.uk/helpmeapp

NHS App

STAY WELL THIS WINTER

Please prioritise your health & wellbeing this winter, whether it's advice & support to boost your immunity, help contacting your pharmacy for minor illnesses, mental health advice or staying warm & well, please speak to us or use the NHS link [Stay Well This Winter : One Gloucestershire](#) for further advice.

REMINDERS

If you have access to the internet, you can find help & resources online to support you. Our website has lots of information & links to services you can refer yourself directly to, without

the need to see a GP. This might be more convenient for you. Please use our website for more information [Services – Hadwen Health](#)

If you do not have access to the internet, please contact us & we will be happy to point you in the right direction.

If you do need to contact us over the coming winter months, please be kind to our staff. We are all working hard to provide the best care that we can. Our Patient Advisers may not be able to offer you the appointment you are looking for, however they are trained to sign post you to an alternative suitable service.

Please remember to cancel your appointment if you are unable to attend. There are several ways you can do this, using our website [Cancel an appointment – Hadwen Health](#) or by calling our dedicated cancellation line 01452 505879. You can also cancel your appointment via the appointment confirmation text you receive 24 hours before your appointment.

During the first week of December, we had 49 appointments that were not attended by patients. If you are unable to attend your appointment please advise us, so we can offer your appointment to another patient.



Our PPG are recruiting

Our Patient Participation Group (PPG) meets regularly with representatives from the practice to discuss topical issues, express views on planned service developments & raise any issues which are of concern and will help improve the standard of care offered by the practice.

All registered patients can join the group. We welcome people of all genders, ages & ethnicities. Please visit our website [Patient Participation Group – Hadwen Health](#) or call into the surgery & ask at reception.



NEW! Living Well Health and Fitness Programme Starting in January

LIVING WELL HEALTH & FITNESS PROGRAMME

FREE FITNESS PROGRAMME FOR WORKING ADULTS WITH TYPE 2 DIABETES OR PRE-DIABETES.

SIGN UP:



THE 13 WEEK PROGRAMME WILL RUN
EVERY THURSDAY 7.30PM-8.30PM
STARTING 23RD JANUARY 2025
AT ABBEYDALE COMMUNITY CENTRE

Includes access to Nuffield Health's Fitness & Wellbeing Centre during the programme with option for discounted membership at end of 13 weeks.



SESSIONS WILL INVOLVE FITNESS EXERCISES & LIFESTYLE EDUCATION.
YOU MUST BE COMMITTED TO COMPLETING THE 13 WEEK COURSE.

WANT TO KNOW MORE BEFORE SIGNING UP?

Come to our information session on **Wednesday 15th January 2025** at 6.30pm at Hadwen Health, Glevum Way, Abbeydale, GL4 4BL
Booking not required.

GP Collective Action

In the Summer, GPs across England voted to take collective action to stop or reduce certain work that does not form part of our NHS contract or that we are not funded to provide.

Hadwen Health is taking part in this collective action, in the hope that the government will listen to our call to make general practice sustainable and safe. Most of the actions we are taking affect the 'back-office' functions in the practice however we have decided to limit the daily number of patient consultations per clinician to the recommended safe maximum number.

This is not a decision we have taken lightly. Vulnerable and palliative patients will not be turned away as patient safety is still our priority. We will divert patients to local urgent care

NHS

Some GPs are taking collective action which means GPs will stop or reduce certain work.

Your GP practice will remain open.

If you need urgent medical help, continue to use NHS 111, and in emergencies, call 999.

settings once our daily maximum capacity has been reached. We hope our patients will understand the need for our clinicians to operate safely to be able to offer the best care.

This action is NOT about pay. We want General Practice to receive the amount of funding needed for us to employ enough doctors, nurses and other staff to provide sufficient appointments to meet our patients needs and for our staff to work safely.

Whilst we participate in this action, please continue to use our service as normal and contact us if you need medical help.

We thank you for your understanding.

May we take this opportunity to wish all our patients a very Merry Christmas and a Happy & healthy New Year.

[Hadwen Health – NHS GP Surgery in Gloucester](#)

01452 529933

