

# Hadwen Health

PATIENT NEWSLETTER- DECEMBER 2025



## Rapid Health

Our new online service- how to use it (and how not to use it)

## How to get the most from our practice

Read on to find out how you can help us to help you.

## Varicella vaccine coming January 2026

The UK is introducing a routine chickenpox (varicella) vaccination- MMRV will be offered from January 2026.

## Have you downloaded the NHS App yet?

Information on the app and a video showing you some of the things you can do once you start using it.

## Chief Medical Officers' open letter - advice for the public as the county faces a surge in flu cases

Understand when to stay home and how to seek self-care advice and when and where to go when you need help

## Where to get help with your mental health over the festive period

## RapidHealth

A QUICKER WAY TO  
GET THE CARE YOU  
NEED

A new system designed to help you book and manage your GP appointments quickly and efficiently

To use this new system, ensure you have registered your email address with us



## RAPID HEALTH- ONLINE ACCESS

We went live with Rapid Health on 1<sup>st</sup> October. This new system gives better online access to appointments, administration requests and general advice about how to stay healthy.



## How to get the most from our new system

### How to make a routine appointment:

You can access our live, online booking system via our website. During our opening hours, you will see three options:

**Adult medical request (16+)** If you are aged 16 or over and need a routine medical appointment for a new concern, click on this option. Write in your main symptom. You will be shown a list of pathways and asked to select the one the sounds most like it matches your concern. A series of questions will follow and using your answers, you will be offered a suitable appointment with a member of our team, in a timescale that is appropriate, based on the information you have provided.

**Child request (under 16s)** This option is very similar to the adult request but specifically for patients aged under 16 years old.

**Questions and admin (16+)** This is a really useful section that allows you to contact us for anything that isn't a new appointment. You can request a repeat prescription, update your personal details, request a sick note and use it to ask a question. If you need a follow up appointment with a clinician, or you would like to book a routine nurse or HCA appointment, this is really useful- Type in your request and we will come back to you.

### Website:

[www.hadwnhealth-consult.uk.rapidhealth.co.uk](http://www.hadwnhealth-consult.uk.rapidhealth.co.uk)

### When to contact us by phone or come into the practice:

Online access is very useful but it is not suitable for everything. Please phone the practice or pop in when we are open for the following:

**Urgent medical requests** If you believe you have need urgent (but not emergency) medical advice.

**Urgent prescription or administration request** If you need us to process your request in less than 3 working days.

**You need to see a specific person** You can select a named person online but you might find it easier to call us.

**You would prefer not to use the online form** We are still very much open on our phones and in the practice.

### Practice phone number:

01452 529933

Our phones lines are open from  
8am- 6.30pm Monday- Friday

## HINTS, TIPS AND INFORMATION- HOW TO GET THE MOST FROM HADWEN HEALTH

Use our whole team, not just the GPs. We have lots of professionals working at our practice, going straight to the GP for everything slows you down.

- Medication issues – Practice Pharmacist
- Joint or muscle pain – First Contact Physio
- Long-term condition check – Practice Nurse
- - Stress/ Loneliness/ practical issues – Social Prescriber
- Mental health – Mental Health Nurse



Book the right type of appointment. We offer:

- Same day urgent appointments = for clinically urgent concerns
- Routine follow ups = when you have already seen a clinician and they have asked you to book another appointment, or, you would like to see them again as your symptoms are persisting or worsening
- Telephone and face to face appointments = if you have a skin condition, a telephone appointment is unlikely to be helpful. Book the appointment that is most appropriate for what you need to discuss
- Online forms = use our online access to book an appointment without the need to phone us
- Need to submit blood pressure readings to us- you can do this online. Go to our website [www.hadwenhealth.co.uk](http://www.hadwenhealth.co.uk) and search for 'blood pressure'



Use technology to access our services and other healthcare services. The NHS app contains lots of information. You can check results, request medication, view notes and soon, you will be able to book appointments

Our online system is open during our normal opening times. If we are closed and the system is switched off, [www.111.nhs.uk](http://www.111.nhs.uk) has lots of information to help or telephone 111.



Online appointments- When you write your main symptom, if the 'pathways' offered to you don't match your concern, try another word. For example, try tummy ache instead of cramps.

MSK means Musculoskeletal. This refers to your joints, bones and muscles.

Remember, the information you provide to us via the online system goes into your medical record. Please be honest with the information you provide.



If you contact us online, your reply is likely to be sent via email or text. Make sure you check your inboxes.



GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?  
**CANCEL IT!**

Need to cancel or re-arrange your appointment- contact us. We can then offer your appointment to someone else. Our cancellation line is available 24/7 (phone 01452 529933 and select option 1)

Be clear about what you want from your appointment. Tell us what your main symptom or concern is, when they started, how/ when they happen. What are you worried that it might be, what you hope to get from the appointment. Being open helps us to help you  
*'I'm concerned this chest discomfort might be heart-related. It comes and goes but is worse when I'm active. I've been getting the pain for a couple of weeks. Please can you run some tests to reassure me'*

Ask questions, no question is 'stupid' We want you to leave with clear answers and a plan that you are confident to follow.



Follow the plan that we give you. If you are supposed to get a blood test, book it. Advised to do exercises, do them.

Build continuity- Seeing the same clinician for ongoing problems makes care better. You are repeating yourself less and we will make faster progress. Ask for the same clinician when you book your follow up appointment.

Need an update on a hospital referral or appointment- Phone the Customer Care Hub on 0300 422 6360. Unfortunately, we can't see the hospital information.



Would you like to get more involved with our practice? We have a Patient Participation Group which works in partnership with us to act as the patient voice, promote a patient-led culture and ensure local views shape the care we provide. For more info and to express your interest in joining our PPG, please look on our website- [www.hadwenhealth.co.uk/surgery-information/patient-group/](http://www.hadwenhealth.co.uk/surgery-information/patient-group/)





# MMRV Vaccine

From 1 January 2026 **MMRV** will be offered as part of the routine immunisation schedule to protect children from:

- ✓ **measles**
- ✓ **mumps**
- ✓ **rubella**
- ✓ **chickenpox** (varicella)



✓ Read the leaflet here



If your child was born on or after 1 January 2025 your child needs to have their MMRV at:  
✓ **first dose 12 months**  
✓ **second dose at 18 months of age**  
to have the best protection from all four diseases. Speak to your GP practice and have your Red Book ready.

Or enter this shortlink <https://qrco.de/ukmmrv> if you cannot scan.

© Crown copyright 2025. To HM, DEC 2025 (APPS). To order more copies of this poster please visit [www.gov.uk/public-health-resources](http://www.gov.uk/public-health-resources) or call 0300 123 1000. Product code: 17/07/2025 UK Health Security Agency gateway number: 2025702

The MMRV vaccine will protect children against measles, mumps, rubella and varicella (chickenpox).

Children will be invited by the practice to have the new MMRV vaccine at 1 year old and 18 months old.

We will invite children based on the schedule given below. If your child misses their appointment, please contact us and we will book them in again.

It is important your child completes their full course of immunisations to have the best protection.

More details on this vaccine can be found using the QR code opposite.

Date of birth	Age on 31 December 2025	New programme from 1 January 2026	Child's full schedule for MMR/MMRV
01/01/2025 or later	Under 1 year	Two doses of MMRV at 12 months and 18 months	12 months – MMRV
			18 months – MMRV
01/07/2024 to 31/12/2024	1 year to under 18 months	Two doses of MMRV at 18 months and 3 years 4 months	12 months – MMR
			18 months – MMRV
			3 years 4 months – MMRV
01/09/2022 to 30/06/2024	18 months to under 3 years 4 months	One dose of MMRV at 3 years 4 months	12 months – MMR
			3 years 4 months – MMRV
01/01/2020 to 31/08/2022	3 years 4 months to under 6 years	Selective catch-up from 1 November 2026 to 31 March 2028 for those who have not yet had chickenpox infection or 2 doses of varicella vaccination	12 months – MMR
			3 years 4 months – MMR
			MMRV catch-up offer
31/12/2019 or before	6 years and older	Not eligible	12 months – MMR
			3 years 4 months – MMR



The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

You must be aged 13 or over to use the NHS App. Find out more about [who can use the NHS App](#).

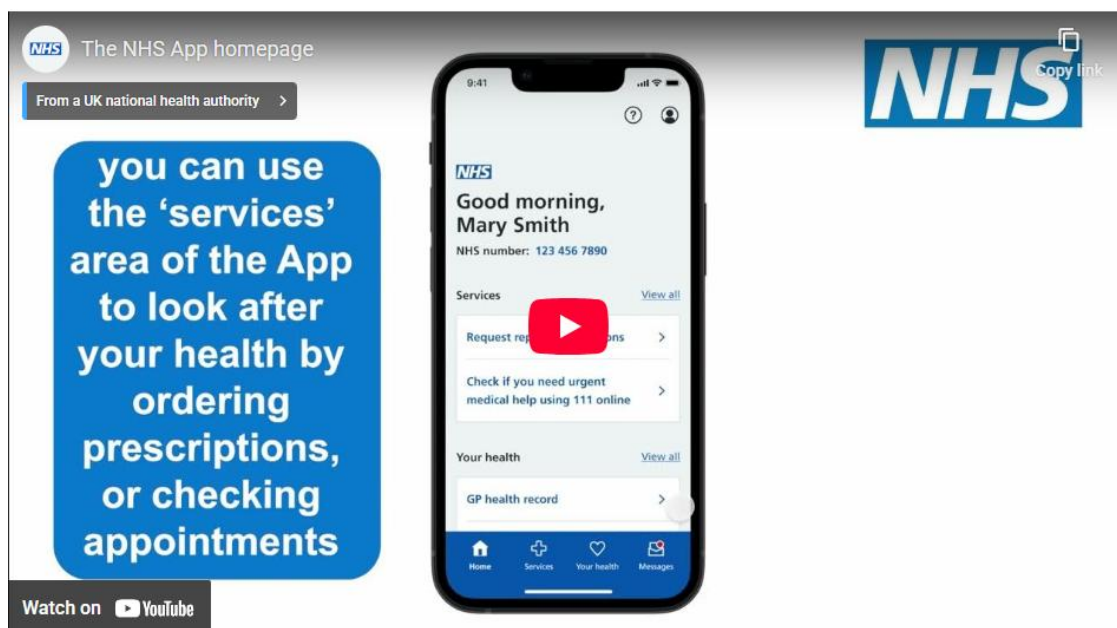
### What you can do with the NHS App

You need to [prove who you are](#) to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- use NHS 111 online to answer questions and get instant advice or medical help near you
- And much more!

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments
- find NHS services near you





**Chief Medical Officers' open letter - advice for the public as the county faces a surge in flu cases:**

Dear Gloucestershire residents,


Take action to help you, your families and the NHS this winter.

We are sure you are aware by now of the pressures that face the NHS and care services as we head into the Christmas and New Year period. It's the busiest time of year for our teams with rising cases of seasonal illness and increasing numbers of people with complex needs.


Flu cases are the highest on record for this time of year – 50% higher than last year with no sign yet of cases peaking.


One Gloucestershire partners are working more closely than ever before in preparing for winter and the NHS and care services will be there if you need them, but we are appealing to everyone to follow some simple advice that could make a real difference to you and local services over the coming weeks.


Help us to help you:


 If you are eligible – get your free Flu and COVID-19 booster vaccination without delay (if you haven't already). Why not combine it with your Christmas shopping and pop into a local pharmacy? Find out who is eligible and how to get vaccinated on the NHS Gloucestershire website:


<https://www.nhsglos.nhs.uk/.../community.../vaccination/...>


 Try to stay at home and avoid contact with other people if you come down with a winter bug and do not feel well enough to do your normal activities.


 It sounds simple, but washing your hands regularly throughout the day with soap and water, and after being out, can make a huge difference to keeping you and your family well and stopping the spread of germs. Get into a routine and support your children to do the same.


 If you, or a family member, start to feel unwell, particularly if you have a long-term health condition, get early expert advice from your community pharmacy – a great first port of call. Don't wait for it to get worse.

 Please keep the two Emergency Departments in the county clear for life threatening conditions and serious injuries. If you're ill or injured, and it's not a life or limb threatening emergency, use [111.nhs.uk](https://111.nhs.uk) or call NHS 111 for advice. The 111 phone service here is supported by a local doctor led assessment service. It can arrange a call with a clinician or book you into other NHS services if needed.

 The local [www.asapglos.nhs.uk](https://www.asapglos.nhs.uk) website and ASAP Glos NHS App can also guide you through self-care options and provide information on the best service option for you to avoid unnecessary waits.

 Follow the latest advice throughout the winter period on local NHS social media channels (give them a follow) and websites, including NHS Gloucestershire.

 Please do everything you can, as a relative or carer of someone in hospital, to work with us to get patients home from hospital as quickly and as safely as possible, with additional support if necessary from your local NHS community services or adult social care teams.

 Prioritise your health and wellbeing this winter. Our Stay Well This Winter campaign pages offer advice, resources and practical ways to manage through the weeks and months ahead:

<https://www.onegloucestershire.net/campaigns/winter/>

We know things are tough out there, but we have a fantastic tradition in Gloucestershire for coming together and supporting each other (and the NHS) when faced with challenging times. We know that communities across our great county will do so once again this year.

Finally, our fantastic health professionals in GP practices, community services, hospitals and emergency care are doing a truly inspirational job, but they are doing this under great pressure. Please spare a thought for those working across the festive period and please be kind and understanding if you come into contact with our services – they are giving their all to provide the very best care they can.

Thank you for your support and we wish you, and your families, the best of health this festive season.

Dr Ananthakrishnan Raghuram (Raghu) MBE

Chief Medical Officer

NHS Gloucestershire

**Please make the right choice** 

- SELF-CARE**  
hangovers, sore throats, grazed knees, etc  
Visit [www.nhs.uk](http://www.nhs.uk) for self-care advice
- YOUR GP SURGERY**  
for symptoms that won't go away – back pain, a lump, blood in your pee, etc
- URGENT TREATMENT CENTRE OR MINOR INJURIES UNIT**  
injuries or illnesses that are urgent but not life-threatening – sprains, fractures, burns, etc
- PHARMACY**  
upset stomach, headache, bites and stings, etc
- NHS 111**  
visit [111.nhs.uk](http://111.nhs.uk) or call 111 for urgent medical help when you don't know where to go or you need advice
- A&E AND 999**  
for emergencies only – severe bleeding, breathing difficulties, chest pain, etc



# COPING AT CHRISTMAS

The Added Pressures of Christmas can be Tough, but it's Important to know there's always Someone you can Talk to...

 <p>Call 111 &amp; select option 2 to speak to the NHS Mental Health Crisis Response Service 24/7</p> <p><a href="https://www.nhs.uk/mental-health">Nhs.uk/mental-health</a></p>	 <p>Under 35s can Call 0800 068 4141, Text: 88247 or Email: <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a> 24/7</p> <p><a href="https://www.papyrus-uk.org">Papyrus-uk.org</a></p>	 <p>Call 116 123 to talk to Samaritans, or email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> for a reply within 24 hours</p> <p><a href="https://www.samaritans.org">Samaritans.org</a></p>
 <p>Call MIND's Mental Health Helpline 9am to 6pm, Monday to Friday on 0300 102 1234</p> <p><a href="https://www.mind.org.uk">Mind.org.uk</a></p>	 <p>Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19</p> <p><a href="https://www.giveusashout.org">Giveusashout.org</a></p>	 <p>Mental Health Forum &amp; Chat for Men from 5pm - midnight every day Call or Watsapp 0800 585858</p> <p><a href="https://www.thecalmzone.net">Thecalmzone.net</a></p>

[ChristmasCountdown.uk](https://www.ChristmasCountdown.uk)

The festive season focuses on spreading joy but can place extra pressure on some of us and make our worries and fears feel worse. This time of year can affect your mental health, so it is important to be kind to yourself and look after your wellbeing. You are not alone - there are lots of services locally and nationally that can support you at what can be a challenging time of year.

Here are some of the local support options available in Gloucestershire.

♥ Gloucestershire Talking Therapies - 0800 073 2200

♥ Gloucestershire Connect and Offload - 0808 801 0606

♥ Gloucestershire Young Carers - 01452 733060

♥ Hope House SARC - 0300 421 8400

♥ Building Circles - 01453 568155

♥ Age UK Gloucestershire - 01452 422 660

♥ Young Gloucestershire - 01452 501008

♥ TIC+ - 01594 372777

♥ VIA - 01452 223 014

♥ Gloucestershire Gay and Lesbian Community - 07942 383275

♥ Crisis Team - 0800 169 0398

♥ Bereavement Support – 0808 808 1677

Opening hours for each service will vary