



Hadwen Health

WELCOME to our first Patient Newsletter of 2026.

Type 2 Diabetes Prevention Programme

Whilst type 1 diabetes cannot be prevented, Type 2 diabetes is largely preventable through lifestyle changes. Around nine out of ten people with diabetes have Type 2 and there are currently two million people in England at high risk of developing Type 2 diabetes.

Our Type 2 Diabetes Prevention Programme identifies people at risk of developing Type 2 diabetes. Research shows the Type 2 Diabetes Prevention Programme has reduced new diagnoses of Type 2 diabetes in England, saving thousands of people from the potentially serious consequences of the condition.

This programme is open to all patients with a BMI over 30, or over 27 and from a black, Asian and minority ethnic group.

For information on the programme, please attend an information session which is bookable via Eventbrite- [Patient Information Session: NHS Type 2 Diabetes Path to Remission](#)

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Covid Spring Booster Programme

This Spring, in line with JCVI advice, we will be offering the COVID-19 vaccine to our most vulnerable patients that meet the criteria opposite.

We are planning a 'mega clinic' on 15th April, and all eligible patients will be invited to attend.

Patients registered as housebound will be contacted separately.



Please look out for your invitation.

New Telephone System



We recently launched a new telephone system to provide a better quality of service, including a queue callback option where patients can retain their position without waiting on hold. Please be patient with our staff while we all get used to the new system. We expect minimal disruption but thank you for your continued support as we make these improvements.

February Practice Data

Number of calls received	3,937
Average call wait time	Less than 4 minutes
Number of appointments completed	9,220
Number of appointments not attended	210
Number of repeat prescription requests processed	3,556
Number of external documents processed (hospital letters, patient reports, etc.)	5,602
Number of administration requests completed	1164

In England, over 15 million GP appointments are missed yearly, wasting around 1.2 million doctor hours. This costs the NHS over £216 million annually. Please cancel your appointment if it is no longer required.

RSV Vaccine Eligibility Update



The UK RSV vaccine programme is expanding. From April 2026, anyone aged over 75 years old will be eligible. The vaccine is available for free, on the NHS to protect against severe lung infections.

New Eligibility (from April 2026):

- All residents in care homes for older adults
- All adults aged 75 years and older
- Pregnant Women from 28 weeks gestation to provide immunity to the baby.

How to book your vaccination:

We will contact patients to offer an appointment as they become eligible. You can also contact us to book. We will be offering the vaccine to eligible patients during our Covid vaccination clinics.

Family and Friends Test

The NHS Friends and Family test (FFT) is an important tool to help people who use NHS services have the opportunity to provide feedback on their experience.

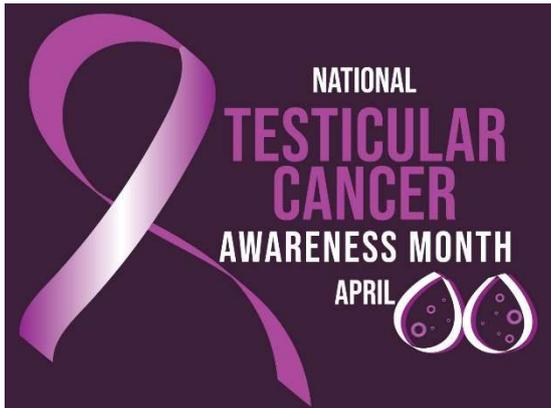
The FFT was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

After your appointment, you may be invited to complete some feedback. Your answer is voluntary, but if you do answer, your feedback will provide us with valuable information for the practice to celebrate positive feedback and identify opportunities to make improvements.

Your answers will be anonymous. A friend or family member is welcome to answer the question if you're unable to. To complete a feedback form, please click [here](#) or pick up a paper form in the practice.



National Testicular Cancer Awareness Month



April is Testicular Cancer Awareness Month. The campaign is focusing on how to exam yourself, reducing stigma and promoting the high rates of successfully curing this cancer when it is detected early.

Click on this link for more information:

<https://www.testicularcanceruk.com/how-to-check-testicles>

The most common symptom of testicular cancer is a lump or swelling of the testicles, but less common symptoms include:

Heaviness in the scrotum, lower back pain that does not seem to go away, sometimes, a sharp pain is felt in the testicles when sitting down. The testicle might shrink and feel like it "shrivels up".

There are no rules for Testicular cancer symptoms, but you should know if something does not feel normal.



National Stress Awareness Month

TRY THESE STRESS-BUSTERS

Fight stress by focusing on your physical and mental health.



Get out of the house:
Take a walk in nature and enjoy the sights and sounds.



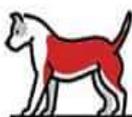
Sleep tight: Set a regular bedtime and wakeup routine and turn off or dim electronic screens as bedtime approaches.



Use your network:
Reach out and connect regularly with family and friends.



Put your mind to it: Explore mindfulness, a type of meditation that focuses your attention on your present experiences without interpretation or judgment.



Lean on a furry friend:
Pets may help reduce physiological reactions to stress.



Work it out: Regular physical activity — a recommended 150 minutes of moderate activity, 75 minutes of vigorous activity, or a mix of both weekly — can relieve tension, anxiety and depression and give you an immediate exercise "high."

National Autism Acceptance Month

World Autism Acceptance Month is a time to come together, celebrate progress and keep demanding change for people with autism and their families.

Inclusion and acceptance are essential for people with autism to live happier, healthier and longer lives. By working together, we can change hearts and minds and make the world fairer and more inclusive for autistic and fellow neurodivergent people.

Autistic people face discrimination and barriers across all sectors of society.

8/10

of autistic people experience mental health problems.



55%

of autistic people avoid going out because they are worried about how people will treat them.



Only **26%**

of autistic pupils feel happy at school.



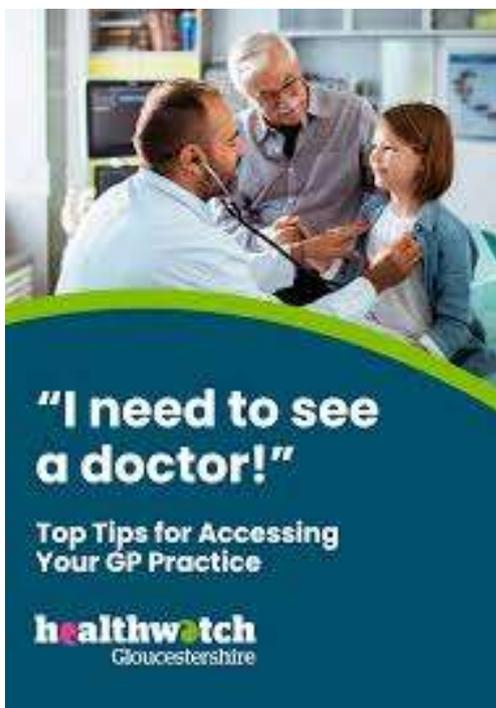
Only **30%**

of autistic people are in any type of employment.



World Autism Acceptance Month is a time for everyone to get involved, raise awareness and celebrate autism acceptance! <https://waam.autism.org.uk/>

Top Tips for Accessing your GP Practice



Please scan the QR code below or click the link to access the document 'Top Tips for Accessing your GP Practice.'

It includes helpful information regarding how to register, book/cancel appointments, how to leave feedback and other local services available.

[HW Glos GP Booklet](#)



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 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 has lots of information to help or telephone 111.



Online appointments- When you write your main symptom, if the 'pathways' offered to you doesn'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 505879 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.



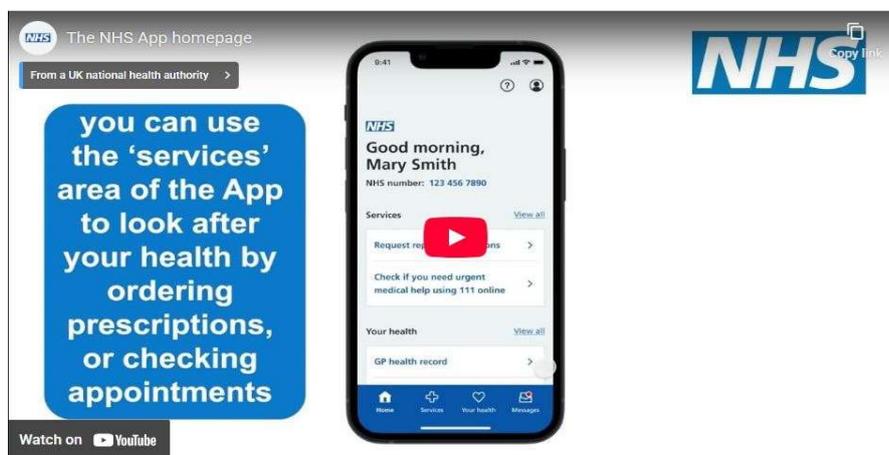
Follow the plan that we give you. If you are supposed to get a blood test, book it. Advised to do exercises, do them.

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.



NHS App



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

Patient Participation Group (PPG)

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/



thank you