



**WELCOME** to our July 2026 Patient Newsletter.

Since our last newsletter, we have had a busy few months at Hadwen. We finished the Spring covid campaign and had great uptake from our eligible patients- thank you to those that were invited and attended. We have expanded our Pro-Active Care Team by recruiting a Frailty Practitioner and we have a new Clinical Pharmacist joining us in September. We are continuing to grow our Patient Services Team and are currently advertising for a Patient Advisor. We are also advertising for a new GP. We hope these new additions will make a positive difference to our service.

Our latest patient feedback survey showed that 94% of those questioned rated our service as good or very good.

We know that accessing our service can be difficult at times and we are working hard to make improvements. There is more information overleaf about some of the challenges facing general practice.

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### **A message to our patients about appointments**

We understand that when you are unwell or worried, you want help as soon as possible. We feel the same – our whole team wants to support you quickly and safely when you need care.

General practice works within a limited budget. This means there is a fixed amount of funding available, and practices must carefully manage it to provide as many appointments as possible for patients. Decisions must be made about using this funding to have the right mix of staff, such as GPs, nurses, pharmacists, paramedics and social prescribers, so patients can be seen by the most appropriate person.

To keep patients safe, practices also need to balance different types of appointments, including:

- Urgent, same day appointments for acute problems
- Book ahead appointments for non-urgent concerns
- Follow-ups and routine reviews for long-term conditions such as asthma or diabetes

When you contact the practice, your concern is clinically assessed so we can decide how best to help you, who is most appropriate to deal with your request and how quickly you need to be seen. This may mean that:

- The practice can deal with your request remotely (for example, issuing a prescription or giving advice)
- You are signposted to another appropriate service, such as a community pharmacy, physiotherapy, or A&E
- You are offered an appointment at the surgery

If your concern is assessed as non-urgent, you may be asked to wait for the next available routine appointment. If it is assessed as more urgent, you will be given a suitable appointment, which may be with a clinician other than a GP.

We understand that being asked to wait can feel frustrating, especially if you are worried. However, clinically prioritising requests help ensure that patients who need urgent care that day can be seen safely.

Sometimes patients agree their problem is not urgent but still feel unhappy about waiting. When non-urgent problems are seen sooner than clinically needed, it reduces the number of urgent appointments available and can lead to longer waits overall.

Data from across Gloucestershire:

- 44.6% of patients were seen on the same day they contacted their practice
- 71% were seen within two weeks
- For some non-urgent concerns, where it was safe to do so, around 6% of patients had appointments booked four weeks or more ahead

We ask patients to be understanding of the clinical judgement used to decide safe waiting times. When we suggest support from other parts of the NHS – such as pharmacies or local community and voluntary services – this advice is given carefully and often allows you to get help more quickly.

If you would like to support general practice to improve the care it is able to provide to patients, you may wish to contact your local MP. How general practice is funded and organised has a direct impact on how easily patients can get appointments. You could consider highlighting:

- The need for fairer funding for general practice, which manages most NHS patient contacts (~90%) but receives a relatively tiny share of NHS funding (~7%). Better funding supports more appointments and continuity of care (being able to see the same GP).
- The need for flexibility for practices to organise care locally - so GPs do not have to spend time reviewing routine online requests instead of seeing patients face to face when demand is high.

By working together, we can help make sure that everyone gets the right care, at the right time.

Thank you for your patience and understanding.

### 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/](http://www.hadwenhealth.co.uk/surgery-information/patient-group/)

Patient  
Participation  
Group (PPG)



## Hadwen Health- Performance Over the Last Quarter (April, May and June 2026)

	April	May	June
<b>Administration work including requests, repeat prescriptions, hospital letters and correspondence</b>	12925	12371	12555
<b>Number of Repeat Prescription Requests</b>	3830	4004	3995
<b>Number of Appointments</b>	9610	8369	10034
<b>Appointments not attended</b>	242	196	220

### Recent feedback from patients:

The doctor took time to listen, she was friendly and professional

The nurse was very polite and helpful. Made me so much comfortable.

'Have always been able to get an appointment, all staff that I've seen have been helpful and friendly

It was easy to book to appointment online. At the appointment the nurse was very prompt, professional and friendly

They understood what I was going though and acted quickly

Dr was kind and caring

The appointment was easy to book online. I was seen and felt like I was listened too and understood and given a thorough assessment. Results were reported in an appropriate timely manner.

The person who did my smear was awesome, for the worse procedure it was the best way to go about it. Some conversation, put me at ease. Great interpersonal skills, an asset to the

Always helpful and friendly

## Community Resources

**Family Hubs Gloucestershire**

**Gloucestershire Family Hubs**

Your local one-stop shop for family support, advice, and friendly faces

**Got a baby?**  
Pop in to get them weighed or chat about breastfeeding and feeding your baby.

**Raising a child with SEND?**  
We're here to support you every step of the way.

**Need help with childcare or thinking about going back to work?**  
Let's talk options.

**Struggling with bedtime routines or other parenting challenges?**  
You're not alone — we can help.

**Looking for support for children and young people age 11 to 25?**  
Find out what our Youth Hubs have to offer. Scan the QR code to visit the Virtual Family Hub website.

**Worried about money?**  
Our partners can offer advice and support.

**Just need a friendly chat?**  
Come in for a coffee and a safe space to talk.

And that's just a snapshot of the support we offer. There's so much more waiting for you at your local Family Hub.

Help us to shape support  
What services would you like to see in your local Family Hub?  
Visit [www.familyhubs.gloucestershire.gov.uk](http://www.familyhubs.gloucestershire.gov.uk) to tell us.

Gloucestershire COUNTY COUNCIL

Please see Gloucestershire Family Support Guide, a helpful booklet to guide and signpost you to access available food, activities and wellbeing during the school holidays.

For more information, please visit:

[Family Support Guide - Spring 2026 HAF.pdf](#)

[Holiday activities and food programme \(HAF\) | Gloucestershire County Council](#)

**EARTH WISDOM THERAPY**  
nature-based mental health support group

**MOTHERING IN SPRING**

Thursday's: 14th May, 21st May, 4th June, 11th June & 18th June  
Time: 10am – 11:30am  
Location: Therapy Rooms Painswick, GL6 6RD

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[WWW.EARTHWISDOMTHERAPY.CO.UK](http://WWW.EARTHWISDOMTHERAPY.CO.UK)

### Hidden Seed: Pregnancy & Baby Loss Support

A gentle therapeutic support space for those navigating pregnancy and baby loss.

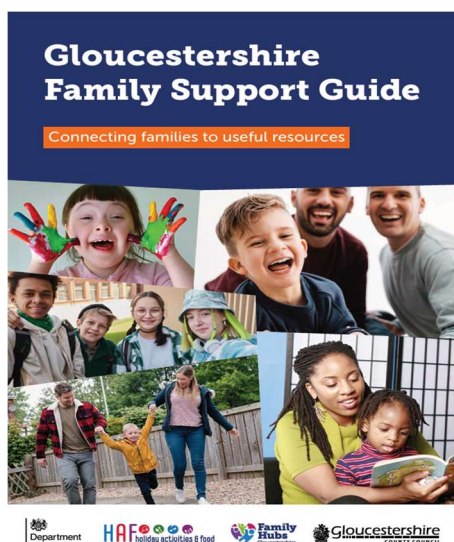
Dates: Thursdays – 7th May, 8th October & 3rd December

Time: 10am – 11:30am

Location: Therapy Rooms Painswick, GL6 6RD

Both spaces are trauma-informed, community-rooted, and designed to offer softer, relational support for those who may benefit from connection, reflection, and emotional wellbeing support within a gentle group environment.

## Holiday Food Guide for Families



Gloucestershire County Council have designed a helpful booklet to guide and signpost you to access available food, activities and wellbeing during the school holidays.

For further information please visit:

[Holiday activities and food programme \(HAF\) | Gloucestershire County Council](#)

## National Talk to Us Month



“Talk to Us’ is an annual awareness campaign run by the [Samaritans](#) throughout the month of July. It aims to remind the public that trained volunteers are available 24/7 to listen to anyone struggling to cope, without judgment or pressure. Reach out by calling **116 123** for free, or click the link for further information: <https://www.samaritans.org/>

## UV Safety Month

There is no such thing as a healthy, safe way to tan, and a tan does not protect you from UV rays. 90% of UV rays can pass through clouds, so you can get burnt even on a cloudy day. The risks of excessive UV exposure include:

- Sunburn
- Premature ageing (such as wrinkles and age spots)
- Increased risk of skin cancer
- Eye damage (increased risk of cataracts and other eye conditions)

In the UK, the sun is strongest from March to October, particularly between 11am and 3pm, so avoid direct sunlight between these times.

Visit <https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/> to find out more about the dangers of UV light and how to stay safe this summer.

## 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.



## Local Community Groups

We have a variety of Local Community Groups available, including our regular walking group and Chatty Café. For more information, please visit our website and see further information below.

**Walking Group** - <https://hadwenhealth.co.uk/walking-group-information/> to start a referral, please click [Social prescribing referral – Hadwen Health](#), and select '**Other**' from the range of options, stating '***I wish to join one of the walking groups***'.

One of our Social Prescribing Link Workers will then be in touch to introduce you to the relevant walk leader.

**Chatty Café** – A weekly Chatty Café in Abbeydale Community Centre's Phoenix Café bar runs on Monday's from 10:30am-12:00pm. These sessions are designated 'chatter and natter' tables and are available to anyone who would like to enjoy their drink in the company of others. No booking necessary, please just turn up.

## Useful Information – How to get the most from Hadwen Health

We have lots of professionals working at our practice, not just GPs. Often another member of the team can help you and you can speak to them sooner:

- Medication issues – Practice Pharmacist
- Joint / Muscle pain – First Contact Physio
- Long-term Condition Check – Practice Nurse
- Stress / Loneliness / Practical Issues – Social Prescriber
- Mental Health – Mental Health Nurse



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'



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

Need to cancel or re-arrange your appointment? Contact us. We can offer your appointment to someone else. Our cancellation line is available 24-7 (phone 01452 505879, option 1)

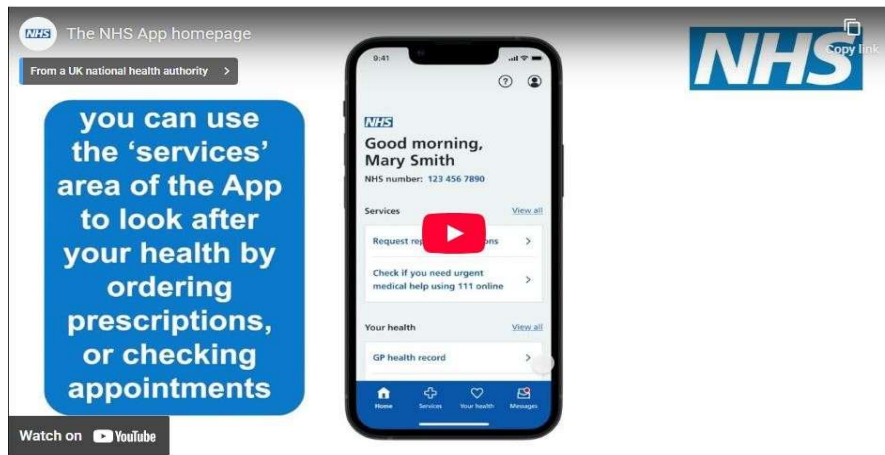
GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**



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 record 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

# 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

