

Women's Health Hub: Developing our GP led PCN wide service



Project milestones

- 1** **PCN workshop, 18th Oct 2023:** Engaging with our PCN on the need for practices. ✓
- 2** **Focus group, 1st Feb 2024:** Define scope and engage with patients to understand their needs. ✓
- 3** **Refining and agreeing our model:** Finalising our approach based on feedback from patients and practices. ✓
- 4** **2 month pilot, 15th April 2024:** An 8 week proof of concept, troubleshooting issues that arise. ✓
- 5** **Pilot Evaluation:** Agreeing next steps based on evaluation of patient feedback, routine data and outcomes. ✓
- 6** **Total Rollout, 1st June 2024:** Fully operational PCN wide clinic, with additional accessibility. ✓
- 7** **Service evaluation, due Feb 2025:** Analyse appointment and clinical data, asses areas of for improvement

Aims of the service

Overarching ask from patients was for...

A Women's Health Hub that offers comprehensive menopause care, including **education, individualised care, and community support**

Other key messages...

- **Ensure Accessibility:** Offer clear service information and engage with local stakeholders.
- **Provide a Holistic Service:** Address the physical, psychological and lifestyle aspects of peri/menopause.
- **Encourage Extra Assessments:** Promote uptake of other important health checks.
- **Risk Factor Assessment:** Identifying risks early and optimising health for the future.
- **QOF compliance:** Integrating QOF targets into service aims.
- **Lifestyle Guidance:** Give advice on various lifestyle factors and their impacts on general health.

Project Achievements

- Over 200 appointments booked with a utilisation rate of 95%.
- High demand for service with appointments now booked 2 months in advance.
- Over 120 women seen and given specialist advice about managing peri/menopause.
- Over 40 women seen for follow up within Women's Health Hub to monitor care and continue with specialist recommendations.
- High level of engagement with over 90% of practices within the PCN booking a patient into the service.
- Overwhelmingly positive patient feedback and experience.
- Women from a wide variety of backgrounds and ages (25 up to 77) supported.

Initial service development based on patient feedback

Individualised care

- 30 minute appointments with a GP guaranteed face to face
- Focus on prevention
- HRT prescribing
- Non-contraceptive IUD fitting
- Trouble shooting
- Informed discussions about current evidence



Education

- Menopause live talks
- Menopause online webinars
- Webpage and digital tools
- Information evenings
- Specific topic discussions

Community

- Menopause coffee mornings
- Exercise groups
- Cooking evenings