

BHRUT Women's Health Hub

Women's Health Hub
Communication for GPs

26th July 2024



Building Equity and Efficiency in Gynaecological Care:

Introducing BHRUT Women's Health Hub

BHRUT WHH aim to provide accessible and equitable high-quality gynaecological care for all women.

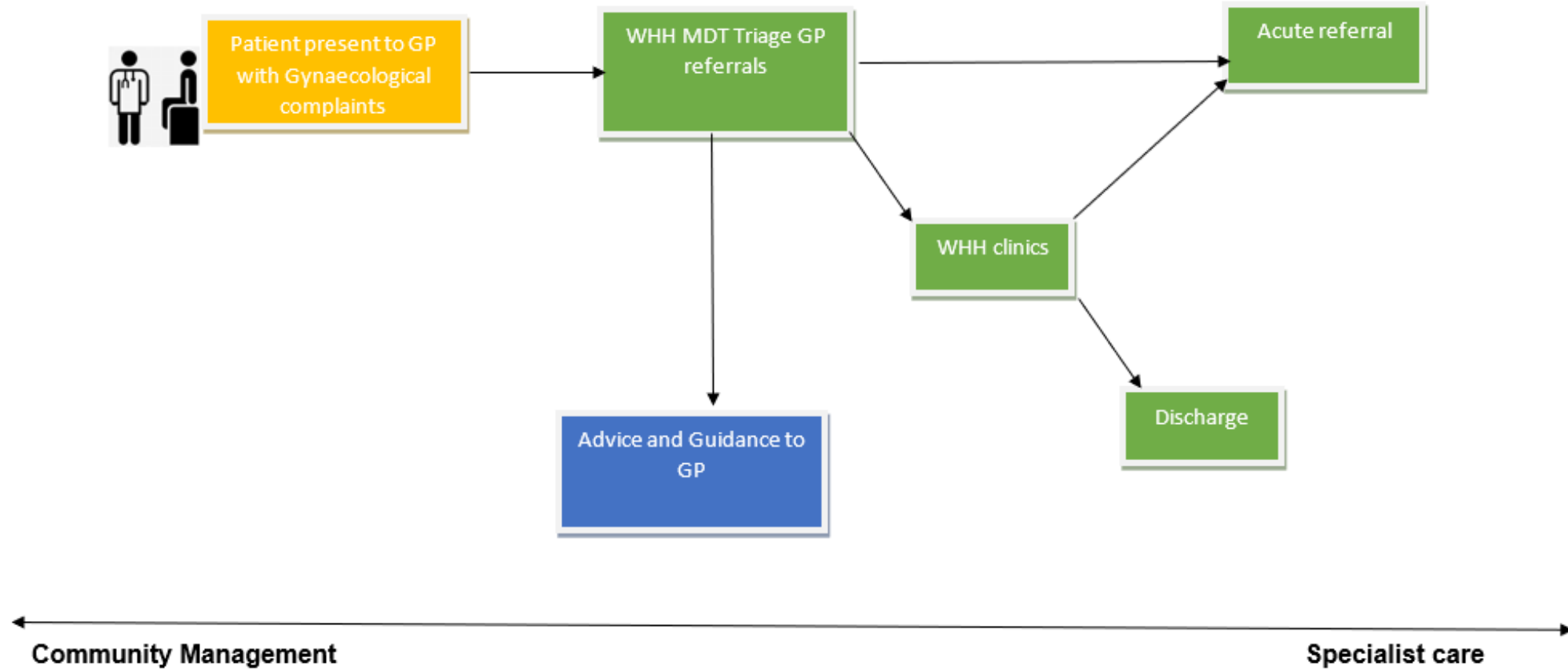
To achieve this goal, we are excited to announce the launch of our **Women's Health Hub**.

Our Women's Health Hub (WHH) will be led by a MDT dedicated to providing the right care in the right place the first time, managing care in the community where appropriate.

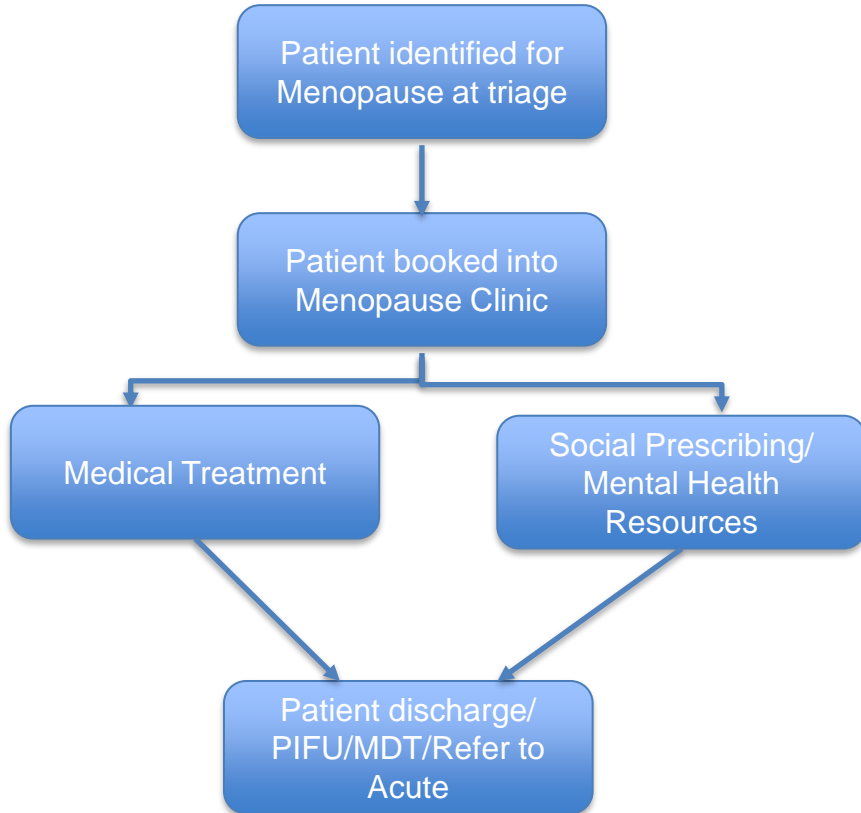
Women's Health Hub – virtual and physical locations

- Locating women's health hubs within the communities they serve in Barking & Dagenham, Havering, and Redbridge is essential for improving access to healthcare, reducing health inequalities, and enhancing the overall well-being of women. By embedding these hubs within local neighborhoods, we can ensure that women have convenient access to a range of services, including preventative care, treatment, and support. This approach will help to break down barriers to care, promote early intervention, and empower women to take control of their health. Furthermore, community-based women's health hubs can foster stronger relationships between healthcare providers and the communities they serve, leading to more responsive and tailored services.
- **The WHH will be soft-launching the Urogynaecology pathway wc 15th July, the Menopause pathway wc 22nd July and accepting GP referrals from all GPs across the BHR patch from Monday 29th July.**

BHRUT Women's Health Hub



WHH Menopause pathway will manage:



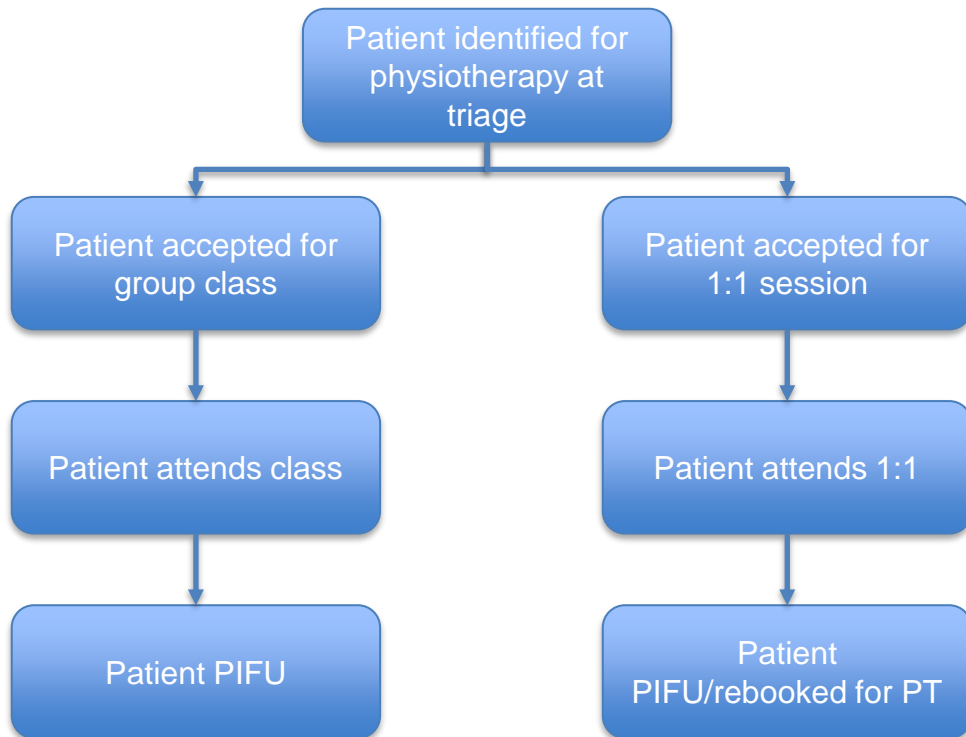
The WHH will cover:

- Initiating HRT
- Changing HRT
- HRT adjustment
- Managing side effects of HRT
- Women who want to manage their menopause symptoms without HRT.
- Provision of digital tools like Silver Cloud and the Joy app for additional social prescribing and mental health support.

WHH Menopause treatment will align with treatment provided by GPs

Please direct all elective referrals for Menopause through these new eRS referral pathways from 29th July onwards

Women's Health Hub: Urogynaecology Pathway - Physiotherapy



Physiotherapists will form part of the wider MDT supporting patients referred via the Urogynaecology pathway.

- **Triage urogynaecology referrals:** a specialist Pelvic Health physiotherapist will work with the MDT to review and triage referrals sent to the Women's Health Hub
- **Group classes:** patients will be offered group classes to provide advice, education and exercise to help them self-manage their symptoms
- **One to one sessions:** these will be offered to patients who are unable to attend the group i.e. language barriers, more complex urogynaecology symptoms, patient choice
- **Follow up one to one sessions:** will be offered to patients who require further support to help manage their symptoms

For patients who may not be improving with physiotherapy intervention or need further investigation, a review with the wider MDT to discuss next appropriate steps will be undertaken.

Please direct all elective referrals for Urogynaecology through these new eRS referral pathways from 29th July onwards

WHH pathway



The WHH will be soft-launching the Urogynaecology pathway wc 15th July, the Menopause pathway wc 22nd July and accepting GP referrals from all GPs across the BHR patch from Monday 29th July

Referral Process:

Referrals through the ERS system to a single point of access.

- Triage by a specialist MDT (Physio, specialist menopause ANP and GPWSI) ensuring appropriate care direction.
- Clear communication with GPs regarding patient management and follow-up requirements.

GP Communication:

- Clinic letters will be sent to the GP via the NHS email platform utilising the address supplied by the GP
- Clear Action Items: Requests for GP action, such as prescription refills or test orders, will be clearly highlighted in bold text with the phrase "FOR GP TO ACTION" within all communications to the GP.
- Prescription pros and cons / risks will be discussed with the patient at the WHH clinic consultation, and the patient will be advised to allow up to two weeks for a prescription to be ready.

Follow-up appointments:

Resolved symptoms will be discharged back to GP

- Patient requiring follow-up will be placed on a patient-initiated follow up pathway for 3-6 months
- Patients who are not appropriate for PIFU will be booked an appointment to ensure that they get the care they require.

Implementation Timeline:

- Urogynaecology pathway soft launch: 15th July.
- Menopause pathway soft launch: 22nd July.
- Full triage by Advice and Guidance of GP referrals: 29th July.

Patient Experience:

- Patient feedback will be integral to the ongoing development of our Women's Health Hub. We will be collecting patient experiences and clinical outcomes through questionnaires to identify areas for improvement and enhance the overall quality of care provided.

WHH Contact Details

Name	Position	Email Address
Rebecca Hall	ANP in Primary Care with an interest in Menopause	Rebecca.hall112@nhs.net
Rebecca Coughlan	Pelvic Health Physiotherapist	Rebecca.Coughlan@nhs.net
William Hodsoll	Women's Services General Manager	William.hodsoll@nhs.net
Salai Conteh	WHH Project Manager-	Salaimatu.conteh@nhs.net
Vacant	GPwSI	