

Impact of Patient Feedback on

Menopause Services in Solihull

Response

Introduction

In early 2025, Healthwatch Solihull published a report capturing women's experiences of accessing menopause advice and treatment from local GP practices. The feedback highlighted inconsistent care, a lack of confidence among GPs, and barriers to accessing Hormone Replacement Therapy (HRT) and wider menopause support. Thanks to the voices of local women and the combined efforts of organisations such as Menopause Knowledge, this report has driven real commitments to change. You can read the full report [here](#) to understand the issues women shared in their own words.

Acknowledgements

We thank the women who shared their menopause care experiences—your voices have driven this work. We're grateful to Menopause Knowledge for their expert support, and to the GPPSU, Solihull Locality Clinical Leadership team, and Dr Pramita Gupta for their commitment to improving care. This collaboration shows the power of listening and acting on patient feedback.

Building on the BSol ICB recommendations as set out in Healthwatch Solihull's report the Solihull Locality Clinical Leadership team¹ supported by the GPPSU² have developed initial impact improvements. The formal response can be found in Appendix A.

"The Solihull PCNs value the role of Healthwatch Solihull in advocating for patient-centred care and are committed to promoting high standards in menopause management."

Development of a Best Practice Toolkit

A new Menopause Guidance Toolkit is being created for GP practices in Solihull. This is being led by the GPPSU's Workforce Manager, who also serves as the Menopause Ambassador for the local NHS. The toolkit will give GPs clear, consistent guidance on how to support women going through the menopause. It's being designed to help make care more equal and reliable, and to fix the issues that patients told us about, like differences in advice and support from one practice to another.

A draft version of the toolkit will be shared with Menopause Knowledge, a specialist organisation that supports women with information and community around menopause, so they can provide expert feedback and make sure it meets the needs of the people it's meant to help.

"This project shows the value of third sector organisations such as Menopause Knowledge and Healthwatch working together to make patient voices heard. By combining our community connections and Healthwatch's platform for change, we've helped ensure that women's experiences shape better menopause care. I'm really pleased to see the GPPSU taking this forward in Solihull. I look forward to a concrete impact that starts to be reflected by an increase in positive menopause care experiences that women in Solihull will continue to report to us and through Healthwatch."

Aline Boblin, [Menopause Knowledge](#)

1 This brings together local GP leaders to drive improvements in care.

2 A team that supports GP practices with training, resources, and service development.

GPs will also receive guidance and support to help them put the toolkit into practice effectively, so that changes lead to real improvements in women's care. Once finalised, the toolkit will be shared with all Solihull GP practices and relevant staff teams to support consistent and informed care for women going through menopause.

Integrated Primary and Secondary Care Pathways

Dr Pramita Gupta, a hospital consultant who specialises in women's health and menopause, is working with local GP leaders in Solihull to improve how patients are referred to for specialist care. This means making sure there are clear steps in place when someone needs to move from their GP to a hospital or clinic for further menopause support, including access to Hormone Replacement Therapy (HRT). Dr Gupta will also be speaking at a meeting of local NHS leaders in July to help guide these improvements and ensure patients get the right care more quickly and easily.

Healthwatch Solihull will stay involved throughout this process to ensure that patient voices continue to shape how services are delivered.

Conclusion

Thanks to the powerful feedback from local women, menopause services in Solihull are already evolving. These improvements show that your voice matters and can directly shape better care for others. Healthwatch Solihull remains committed to making patient voices central to service transformation. If you've had an experience with menopause care, we still want to hear from you.

Next Steps

Healthwatch Solihull will continue to follow up on the commitments made in response to our report. We have already asked the GPPSU to provide:

- Any indicative timelines for the development and rollout of the Menopause Guidance Toolkit and pathway improvements.
- Information on how the effectiveness of these changes will be monitored or evaluated.

In parallel, we will continue to hear and report patient feedback to ensure that menopause services remain responsive to women's needs and that real-world experiences inform ongoing improvement.

About us

Healthwatch Solihull is the independent champion for health and social care services. We exist to ensure people are at the heart of care. We provide patients and the public with ways to feedback and have a stronger say about the services they use. We listen to what people like about services, and what could be improved. This could be about general practices, hospitals, dentists, opticians, pharmacists, nursing and residential homes or care you receive in the community. We have the power to ensure that those organisations that design, run or regulate NHS and social care, listen to people's views and act on them. People's experiences prompt and lead our activities and investigations, with our reports focusing on improving services.

We also encourage services to involve patients and the public in decisions that affect them.

Through our Information and Signposting Line, Healthwatch Solihull also helps people find out the information they need about services in their area. People sharing their experiences can make a big difference. We aim to help make health and care services better for patients, their families, and their community.

Appendix A

NHS BSol GPPSU Response to Healthwatch Solihull Report

Women's Experiences of Menopause Advice and Treatment from General Practices in Solihull Locality – February 2025

NHS BSol ICB Response

The GPPSU is supporting primary care through a programme of transformation set out in its Improvement Plan for 2024–25 which is focussed on ensuring sustainability, standardisation and improvement across all parts of primary care. It includes a focus to ensure all GP providers have the digital tools – such as cloud-based telephony – to ensure patients better use the NHS app, have digital access to their records, and can better access repeat prescriptions and online consultations. The GPPSU is also supporting better care navigation and continuity of care, ensuring all patients can access treatments beyond medication including social prescribing.

Solihull Locality Response

The Solihull PCNs value the role of Healthwatch in advocating for patient-centred care and are committed to promoting high standards in menopause management.

Building on the BSol ICB recommendations as set out in Healthwatch's report the Solihull Locality Clinical Leadership team supported by the GPPSU have developed initial impact improvements as set out below:

Initial Impact Improvements

Best Practice – General Practice Menopause Guidance Toolkit

Development of a best practice toolkit for Solihull practices to be led by the GPPSU Workforce Manager who has also been the Menopause Ambassador for BSol ICB. (DRAFT to be shared with Menopause Knowledge for comments).

Integrated Primary and Secondary Care Pathways

Dr Pramita Gupta UHB consultant gynaecologist and medical director (Menopause Research Fellow) is working in collaboration with Solihull Clinical leads to review and improve pathways. She will be discussing menopause and HRT at the Solihull Locality Improvement Collaborative meeting on 2nd July.

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