



CASE STUDY

GROUP CLINICS

Supporting people with menopausal symptoms



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“I felt lost and broken which affected my confidence, and now I can see light at the end of the tunnel”

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THE CHALLENGE



We have strained services due to a lack of GPs in Thanet and difficulties in accessing primary care, and lack of education in menopause training. We chose menopause as it was one of the 8 core specs as a priority area from the women’s health strategy 2022. We hope to deliver at scale, improve access, save GP time, and convey high quality evidence-based menopause care. Face to Face consultations are delivered as we feel that this is more personal.

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GROUP CLINIC DESIGN



Patients are seen face to face and recruited via GP practices, self-referral, email, telephone, referral forms, and the Kent and Medway ICB women’s health hub and social media. Patients receive a menopause symptom questionnaire and, if needed, a referral form, and view the patient agreement. Clinics run for 90 minutes with a maximum of eight attendees. Sessions are facilitated by Nadine Saunders, Lead Care Coordinator and Social Prescriber, with clinical input from an Advanced Nurse Practitioner (CoSRH MCPC qualified).

Sessions include introductions, peer discussion, education, and individual in-group consultations. Each patient receives a care plan and a menopause resource pack, and patients provide feedback at the end, followed by staff improvement planning.

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OUR RESULTS / TOPIC BOARD



- We use the menopause symptom score and whether they have been prescribed HRT or not.
- We address topics that are generated through conversations during the group discussion.

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EFFICIENCY AND ACCESS



- Greater efficiency: Clinicians see multiple patients per session instead of 30-minute one-to-ones
- Improved access: More patients are seen faster, reducing wait times whilst reducing inequalities in health
- Streamlined delivery: Pre-completed paperwork and investigations maximise clinical time
- Sustained engagement: DNA rates match one-to-one clinics
- Flexible access: Weekend sessions improve convenience and attendance

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CLINICAL IMPACT



- Improved understanding: Patients better understand symptoms, condition, and self-management through peer support
- Effective treatment: Use of HRT, alternatives, and lifestyle support improves outcomes
- Sustained impact: Improvements are evidenced in follow-up sessions

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PSYCO-SOCIAL IMPACT



- Peer support: Shared experiences reduce isolation and build connection
- Enhanced learning: Patients gain insight from others’ lived experiences
- Increased confidence: Group setting supports open discussion of menopause
- Behaviour change: Education and peer influence encourage lifestyle improvements
- Greater motivation: Patients feel more empowered and engaged over time



It is a privilege to support women on their journey during their transition years to become the best version of themselves

