

Increasing Menopause community provision to support acute waiting lists

Approach

- The Liverpool Womens Hospital (LWH) ‘Menopause Academy’ has supported GPs across Cheshire and Merseyside since 2020 to complete BMS training qualifications – **keeping management of patients experiencing menopausal symptoms in the community.** Over 50 GPwSIs exist within Cheshire and Merseyside.
- Waiting lists to the beginning of 2024 remained high with 62+ week waiting times. Since then, **two pilots have been trailed in areas where need is greatest** to redirect patients from the acute waiting list, to be seen within community-based settings by LWH consultants and GPwSIs; **ensuring patients are seen and treated sooner, in settings closer to home.** This is evident from our mapping of patient travel time; **patients travelled <4 miles to attend these clinics.**
- The **third pilot within Cheshire and Merseyside is due to launch in July 2025** to support another acute hospital in Cheshire and Merseyside.
- LWH consultants have been job-planned to support these initiatives and GPwSIs were **funded via split tariff (comparative to LARC) or sessional payment arrangements.**
- Planning for the pilots took place with wider stakeholders including **Primary Care Networks, Integrated Care Board, Liverpool Womens Hospital and the Cheshire and Merseyside Gynaecology Network.**
- The Cheshire and Merseyside Provider Collaborative supported with the **planning and formal evaluation against key KPIs**, to ensure optimum results and acknowledgement of lessons learnt to further develop a Cheshire and Merseyside offer – to support the wider population.
- Further work is underway to develop the model in collaboration with **pelvic health physiotherapy, psychologists, pharmacy led menopause clinicians and other relevant support services**, in addition to rolling out **52 mg LNG IUD provision for all indications** in all areas of Cheshire and Merseyside.

Outcomes

Waiting Lists

- Jan 2024 – 62+ Weeks
- June 2025 - **<30 Weeks**
- *18-24WW by Sept 2025 (target)*
- *4-12WW by March 2026 (target)*

Did Not Attend (DNA) Rate
<10% (Secondary care baseline)



New appointment rates
45-75 new patients per month
150% reduction since 2020



Patient Feedback

Pilot 1 – **55%** Response Rate
Pilot 2 – **62%** Response Rate



Felt listened to and was offered a solution which hopefully works

Excellent doctor, actively listened. Very knowledgeable and supportive

Closer to home, easier to find, less formal than big hospital, comfortable

Easy to get to, less travel with good disabled access

Contact/Partners

Want to know more? We would love to hear from you!

Please feel free to contact rosie.temple@merseywestlancs.nhs.uk for further discussion (Including with initiatives lead - Paula Briggs - Consultant in Sexual & Reproductive Health at Liverpool Women's Hospital and previous BMS Chair)



Liverpool Women's
NHS Foundation Trust



CENTRAL LIVERPOOL
PRIMARY CARE NETWORK



SOUTH SEFTON
PRIMARY CARE NETWORK



Cheshire and Merseyside

