



Barwell & Hollycroft Medical Centres



Striving together to deliver personalised patient centred care

A joint Newsletter for the Jersey Way Surgery in Barwell and Clifton Way Surgery in Hinckley.

Barwell & Hollycroft Practice News—Spring/Summer '23 Issue



With the clocks going forward we're able to enjoy the lighter days of 2023. It's hard to believe how quick the months pass.



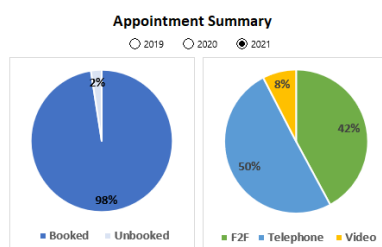
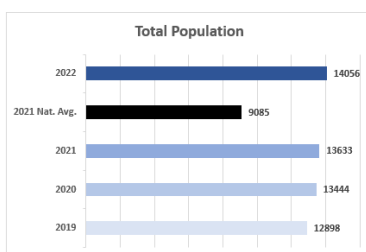
Upcoming closed for training dates:

Wednesday 24th May 1pm-6:30pm, Thursday 15th June May 1pm-6:30pm

Telephone calls and appointments: We continue to offer 'on the day' telephone consultations with our: GP's / Advanced Nurse Practitioner / Paramedic (*clinicians will differ on the day due to shift patterns/annual leave*). We also have the support of our additional roles staff: Clinical Pharmacist / Pharmacy Technician / Physiotherapist / Mental Health Practitioner / Social Prescribers / Health & Wellbeing Coach. Since changing our systems to a telephone triage system this has allowed us to increase our appointment capacity by over 25% in the past 12 months alone. We are offering more appointments now than ever before and are working harder than ever before.

Missed appointments: In February, we had 587 missed appointments, January we had 336, December we had 376. This equates to hours of Surgery time.

In February our total inbound calls were 12,3659, January our total inbound calls were 13,698. December '22 we had an audit completed on our appointments, below are these results:



	2019	2020	2021	2022 (11m)
GP's	42443	44181	45549	44150
Nurse's	41905	38796	39744	42920
Other HCP	245	1121	13304	12173
Total	84593	84098	98597	99243

Extended access: We are now able to book into out-of-hours hubs at The Centre Surgery in Hinckley and Newbold Verdon Practice. These appointments are available to book Monday-Friday 6:30pm-8pm and Saturdays 8am-5pm. These can be for GP/ANP appointments, blood appointments, health and well-being coach.

Covid vaccinations: We started the Spring Covid Booster Campaign early April for those eligible.

To send articles via the surgery website <http://www.barwellmedicalcentre.co.uk> go to the 'contact us' section or bring suggestions to the surgery marked for the attention of Sarah.

Deaf Awareness Week – 2-8 May 2023

The aim of Deaf Awareness Week is to raise awareness of hearing loss in the UK and its impact on people's lives.



Mental Health Awareness Week—15th 21st May 2023

A UK event supported by the Mental Health Foundation. The aim is to educate the public about mental health issues and to promote better mental health.

Cervical Screening Awareness Week– 19th—24th June 2023

Join Jo's Cervical Cancer Trust to raise awareness about Cervical Screening (Smear tests). During the week they will share tips experiences working alongside experts to help those who find cervical screening difficult.



NHS Friends & Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed.

We would love to hear from you, if you've had a recent consultation.

Please follow the link— [Friends & Family Test - My Surgery Website \(mysurgeryintranet.co.uk\)](https://mysurgeryintranet.co.uk)

Did you know that we have a Facebook page?

We share lots of useful information and practice updates on our page as well as our website.

<https://www.facebook.com/barwellandhollycroftmedicalcentres>



TIME OUT

Need support for yourself?
If you care for somebody else...

Then our group is here for you!
You are important too!

- ~ Meet other carers
- ~ Have a cuppa and a chat
- ~ Enjoy group activities

Have your say, we listen!

Venue: Earl Shilton Community House

Weekly day time drop in: Fridays 1pm-3pm

Evening get together:

2nd Tuesday of the month 7pm-8:30pm

Also available:

Facebook & Whatsapp confidential support
Group contact no: 07432889790
Group email: Timeout4carers@gmail.com

Barwell and Hollycroft Medical Centre Patient Participation Group



Our PPG is reforming under a new chair, we are looking forward to redeveloping ideas this year on how the practice can be improved. For more information please visit the Patient Participation Group page on our website.

Local Weekly Coffee Mornings

St Mary's Church, Barwell – Coffee Morning open each Thursday 10am – 12pm

Barwell Methodist Church – Coffee Morning open Wednesdays 10.30am to 12pm and Saturdays 10am – 12pm