



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— Autumn '23 Issue



Upcoming closed for training dates (all 1pm-6:30pm):

Thursday 21st September, Thursday 19th October, Thursday 16th November



Telephone calls summary:

In July our total inbound calls were 11,084. June total inbound calls were 12,682. May total inbound calls were 12,495.

In the month of June, one of our Receptionists answered 1150 calls alone.

Our flu clinics are now live

Saturday 23rd September at **Barwell** Medical Centre

Saturday 30th September at **Hollycroft** Medical Centre

Saturday 14th September at **Barwell** Medical Centre



FLU IS HERE

Childhood immunisations: Barwell & Hollycroft Medical Centres (C82061)

Cohort	Schedule	Population	Immunised	Missed	Practice performance	National target	CCG average	Chart (range: 80% to 100%)
1 year olds	1. DTaP/IPV/Hib	178	174	4	97.8%	95%	96.8%	
1 year olds	2. Rotavirus	178	170	8	95.5%	95%	94.0%	
1 year olds	3. Men B	178	174	4	97.8%	95%	96.6%	
2 year olds	4. PCV Booster	171	168	3	98.2%	95%	97.5%	
2 year olds	5. Hib/MenC Booster	171	166	5	97.1%	95%	95.9%	
2 year olds	6. MMR 1 at 2	171	167	4	97.7%	95%	96.1%	
5 year olds	7. DTaP/IPV Booster	165	162	3	98.2%	95%	94.1%	
5 year olds	8. MMR 2 at 5	165	162	3	98.2%	95%	93.7%	

Key: Bar = practice performance | Black line = national target | Blue line = CCG performance

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 successfully completed the autumn spring booster, which ended on 30th June, where we vaccinated roughly 950 patients.

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.

THINK PHARMACY

Aches and pains headache	Allergies	Colds and flu cold
Eye Care eye drops	Ear care ears	Head lice Headlice
Stomach aches stomach ache	Skin and mouth problems rash	Chickenpox, cold sores, warts and verrucae spots

Use the Right Service

	Minor cuts and grazes Bruises and minor sprains Coughs and colds	Self Care Stock your medicine cabinet Visit www.NHS.uk
	Minor illnesses Headache Stomach upsets Bites and stings	Pharmacy
	Feeling unwell? Unsure? Anxious? Need help?	NHS 111
	Persistent symptoms Chronic pain Long term conditions	GP Advice Out of Hours call 111
	Choking Chest pain Blacking out Serious blood loss	A&E or 999 Emergencies only

Booking appointments online: Patients are able to book appointments online with our Nursing Team. Appointments include: blood tests requested by a clinician in the practice, blood tests request by a Leicester Hospital, INR, blood pressure.

Failure to do so may result in your appointment being cancelled and you being turned away from the practice.

Blood tests must only be booked if you been asked to do so by a Leicester hospital or the practice as a blood test form is required. If you are booking for a hospital blood test please ensure you bring this with you to the appointment.



Are you a young person under 18 who wants to get help for your mental health in Leicester, Leicestershire and Rutland?

You can refer yourself for mental health support, if you fall under a certain criteria

You can access information on mental health that can help explain why you may be struggling

Visit: <https://www.myselfreferral-llr.nhs.uk>

Leicester, Leicestershire and Rutland

Crisis Café Network

Local support for people who need immediate help with their mental health

City Crisis Cafés

- Aylestone Crisis Café - provided by Mental Health Matters Aylestone Baptist Church, Lutterworth Road, Leicester, LE2 8PE Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net
- DeMontfort Student Union Crisis Café - provided by Mental Health Matters DeMontfort University Students Union, Mill Lane, Leicester, LE2 7DR Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net
- The Peepul Crisis Café - provided by the Peepul Centre Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP Phone: 0116 261 6000

Leicester City Crisis Café - provided by Turning Point David Wilson Foundation Centre, St Martin's House, 7 Peacock Lane, Leicester, LE1 5PZ Email: leicestershire.helpline@turning-point.co.uk

Leicester University Crisis Café - provided by Mental Health Matters Leicester University Students Union, Percy Gee Building, University Road Leicester, LE1 7RH Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

West End Crisis Café - provided by Mental Health Matters Robert Memorial Hall, 147 Narborough Road, Leicester, LE3 0PD Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

County Crisis Cafés

- Beacon Crisis Café - provided by Beacon Care and Advice CIC The Wellbeing Hub, Lutterworth Leisure Centre, Coventry Road, Leicester, LE17 4RB Phone: 0755 1940 068 (texts preferred during café hours)
- Coalville Crisis Café - provided by Marlene Reid Community Action Marlene Reid Community Action, 85 Belvoir Road, Coalville, LE67 3PH Phone: 01530 510515
- Hinckley Crisis Café - provided by Turning Point Hinckley Baptist Church, Baptist Walk, Hinckley, Leicester, LE10 1PR Email: leicestershire.helpline@turning-point.co.uk
- Loughborough Crisis Café - provided by Turning Point Loughborough Wellbeing Centre, Asha House, 63 Woodgate, Loughborough LE11 2TZ Email: leicestershire.helpline@turning-point.co.uk
- Loughborough University Crisis Café - provided by Mental Health Matters Student Services, Bridgeman Building, Loughborough University, Epinal Way, Loughborough, Leicestershire, LE11 3TU Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net
- Market Harborough Crisis Café - provided by Turning Point The Symington Building, Adam & Eve Street, Market Harborough, Leicester, LE16 7LT Email: leicestershire.helpline@turning-point.co.uk

Know Your Numbers Week— 4th—10th September 2023



Encouraging adults to know their blood pressure numbers and take the necessary action to reach and maintain a healthy blood pressure.



Organ Donation Week—18-24 September 2023
Encouraging people to join the NHS Organ Donor Register and encourage people to share their donation decision.

Stoptober – October 2023



Encouraging the nation's smokers to make a quit attempt for the month of October and beyond.



World Mental Health Day—10 October 2023
An opportunity to raise awareness and advocacy against mental health stigma.

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>

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.

Compliments

"Just wanted to thank you for the professional and caring way you dealt the distressed dementia patient in surgery yesterday. You handled the difficult situation really well."

"Patient wanted to say how grateful they were to the surgery for their care over the years, and feels we are the best doctors they have ever used."

"A patient has rang into surgery to say what a wonderful surgery we are, everyone is so friendly and helpful. She said the receptionist's are all so nice and are really helpful when every she rings in her boyfriend has move to this surgery too and he thinks the same."

