

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





Childhood immunisations: Barwell & Hollycroft Medical Centres (C82061)

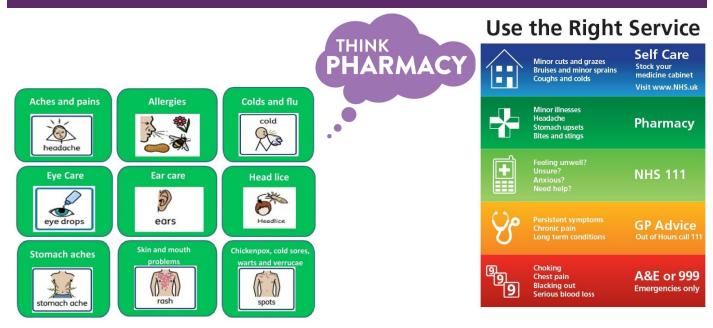
Cohort	Schedule	Population	Immunised	Missed	Practice performance	National target	CCG average
1 year olds	1. DTaP/IPV/Hib	178	174	4	97.8%	95%	96.8%
1 year olds	2. Rotavirus	178	170	8	95.5%	95%	94.0%
1 year olds	3. Men B	178	174	4	97.8%	95%	96.6%
2 year olds	4. PCV Booster	171	168	3	98.2%	95%	97.5%
2 year 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

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.



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.

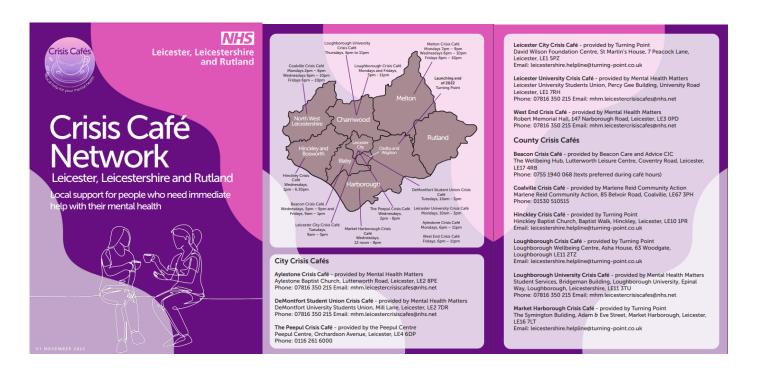


Are you a young person under 18 who wants to get help for your mental health in Leicester, Leicestershire and Rutland?

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



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

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)



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.



"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."

