




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 '24 Issue



Upcoming closed for training dates (all 1pm-6:30pm):
Wednesday 9th October, Thursday 14th November



Barwell build update (photo to the right):

Our signs are now up and we are on track to complete and move in for 5th November. **All appointments booked at Barwell Medical Centre from Wednesday 6th November, will be at our new site.**

New address: Barwell Medical Centre, 55 High Street, LE9 8DS

There is no change to appointments at Hollycroft Medical Centre.



FLU IS HERE

Our flu clinics are now live and booking well

Saturday 19th October at **Hollycroft** Medical Centre

Saturday 26th October at **Barwell** Medical Centre

We will be running **Covid vaccinations** alongside and will offer on the day to those eligible.

Telephone calls summary:

In August, our total inbound calls were 12,189, July inbound calls were 12,606, June inbound calls were 12,430



Enhanced 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 Mon-Fri 6:30pm-8pm and Sat 8am-5pm. Additional clinic for bloods Mon-Fri 7am-8am. These can be for GP/ANP appointments, blood appointments, health and well-being coach, Clinical Pharmacist.

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.

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 2024

An opportunity to raise awareness and advocacy against mental health stigma.



In August, we celebrated Janice's (left) 10 years with Barwell and Hollycroft Medical Centre.

In October, we celebrated Brenda's (right) 10 years with Barwell and Hollycroft Medical Centre.

We thank both Janice and Brenda for all the hard work they have put in over the past 10 years.



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 have over 600 followers!

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

I had a yearly review with the nurse Friday she was extremely good at her job as you should expect but does need too be said!! She listened understood and helped me and I felt even better mentally when I left. Wasn't just a quick chat and out I really felt she cared so thank you Hollycroft

Son wanted to pass on his appreciation for the efficiency of appointment and treatment received today.

Patient wanted to pass on her gratitude to the surgery and said we are all wonderful.



There are many additional roles within your GP Practice who can help...

Clinical Pharmacist

Our Clinical Pharmacists clinically assess & treat our patients using their expert knowledge of medicine! They work alongside the team to undertake Medication Reviews and promote health, wellness and disease prevention.



Pharmacy Technician

Our Pharmacy Technicians play an important role to review and record medications the patients should be taking, ensuring sufficient supplies and supporting patients on their understanding of how to use medicines safely.

Social Prescriber

Our Social Prescribers connect people to community groups and agencies for practical and emotional support and complement other approaches such as care navigation and active sign-posting.

Care Coordinator

Our Care Coordinators work closely with GPs and other primary care professionals within the network to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers.

Paramedic

Our Paramedics can make urgent visits to patients, initiate care and provide treatment to patients in a pre-hospital environment. They apply appropriate skills and equipment safely and support the progression of care plans of patients with long term medical conditions.

Mental Health Practitioners

Our Mental Health Practitioners help promote mental and physical wellbeing as well as treating mental health problems effectively through evidence based psychological / pharmacological approaches.



First Contact Physiotherapists

Our First Contact Physiotherapists can assess, diagnose, treat and manage musculoskeletal problems and discharge a person without a medical referral. Those working in these roles can be accessed through direct referral.

Health & Wellbeing Coach

Our Health & Wellbeing Coaches use Health Coaching skills to support people with self-identifying existing issues and encourages proactive prevention of new and existing illnesses.



Nurse Associate

Our Nurse Associates work across all four fields of nursing: adult, children's, mental health and learning disability. They will contribute to most aspects of care, including delivery and monitoring, assessment planning and help registered nurses with evaluation.

Ask at Reception for an Appointment

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

Leicester, Leicestershire and Rutland

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

VI NOVEMBER 2022

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

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.help@turning-point.co.uk
- Loughborough Crisis Café - provided by Turning Point Loughborough Wellbeing Centre, Asha House, 63 Woodgate, Loughborough LE11 2TZ Email: leicestershire.help@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.help@turning-point.co.uk
- West End Crisis Café - provided by Turning Point Robert Memorial Hall, 147 Narborough Road, Leicester, LE3 0PD Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net
- 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