




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— Winter '23 Issue



Christmas and New Year opening times:

Friday 22nd December 8am – 4pm

Monday 25th – Tuesday 26th December – CLOSED

Wednesday 27th December & Thursday 28th – 8am – 6:30pm

Friday 29th December – 8am – 4pm

Monday 1st January – CLOSED

Tuesday 2nd January – 8am – 6:30pm

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

Thursday 18th January 2024, Thursday 15th February 2024, Thursday 21st March 2024



Telephone calls summary: In November our total inbound calls were 12,738. October total inbound calls were 13,453. September total inbound calls were 13,045.

In the month of October one of our Receptionists answered 1250 calls alone.

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.

Covid vaccinations: we successfully completed the autumn winter booster, with our last clinic 31st October. We vaccinated roughly 950 patients. Vaccinations still available locally until 31st January 2024.

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.help@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.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

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



Free Community Drop In Sessions

You are warmly welcomed to the new social space in Earl Shilton offering a drop in to help improve your wellbeing and access information.

This is your opportunity to build social networks along with accessing information, guidance and service signposting with your local Social Prescribing Link Workers.

Starting on Friday 15th September 2023

Continuing on the 2nd Friday of every month from
October 2023

Location:
Morrisons Daily Shop and Café
115 High St, Earl Shilton, Leicestershire
LE9 7LR

Time: Drop in between 10am– 12pm Midday



We Care UK offers support for:

**Accessing Emergency Food Parcels
Social Isolation Support
Advice & Support with Welfare and Benefits
Housing Advice
Debt Support
Budgeting Advice**

Dry January—January 2024

Take on 31 days alcohol-free with Alcohol Change UK for a total body and mind reset. From better sleep and a mental health boost, to saving money and time - there's a whole lot to gain this Dry January.



Time to talk day — 1st February 2024



Encouraging people to join the NHS Organ Donor Register and encourage people to share their donation decision.

Ovarian Cancer Awareness Month—March 2024

March is #OvarianCancerAwarenessMonth and we're helping @OvarianCancerUK raise awareness through their #nextgenresearch campaign.



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."

