




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— Summer '24 Issue



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

Thursday 4th July, Thursday 12th September



Barwell build update (photo to the right): The build is coming along nicely, the walls and all the pipe work are being installed inside, the windows and the doors are being fitted externally.

We are currently on target to complete by the end of September.



Outcome for application to become a Multi-Professional Learning Environment in Primary Care



We are delighted to confirm that Barwell & Hollycroft Medical Centre has been recognised as a multi-professional learning environment in primary care. This recognition acknowledges your commitment to providing high-quality learning opportunities for a diverse range of healthcare professionals and contributing to the development of a collaborative and skilled workforce

Telephone calls summary: In May our total inbound calls were 13,231, April total inbound calls were 13,855, March total inbound calls were 13,717

One average every month one of our Receptionists answers between 800—1,000 calls.

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.

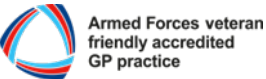
To send articles via the surgery website <http://www.barwellmedicalcentre.co.uk> go to the 'contact us' section or bring suggestions to the surgery marked for the attention of Sarah.

Pride month—June 2024

Pride is a time for everyone to celebrate who they are, with Pride events held across the country.

Barwell and Hollycroft Medical Centres got awarded **Beyond Gold** for the work we do to be inclusive and provide care for our LGBTQ+ community.

More information visit: [Services we offer our LGBTQ+ community - Barwell & Hollycroft Medical Centres \(barwellmedicalcentre.co.uk\)](https://www.barwellmedicalcentre.co.uk/services-we-offer-our-lgbtq-community)



Armed forces day —29th June 2024

To commemorate the service of men and women in the British Armed Forces. Barwell and Hollycroft Medical Centre are a veteran friendly accredited practice, for more information or if you would like to inform us you are a veteran or a dependant of a veteran, please visit:

www.barwellmedicalcentre.co.uk/tips-for-veterans

World Alzheimer's Month —September 2024

World Alzheimer's Day is a global opportunity to raise awareness around, educate, encourage support of and demystify dementia.



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/friends-family-test)



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

"My nurse (Gemma) went above and beyond her normal duty to help me"

"Patient XX wanted to Thank you for all the care you have given him especially getting him an phone call consultation at short notice, states you have communicated with him clearly and thoroughly throughout his process and his very happy with the level of service you have provided."

"Patient XX wanted to pass on his thanks to you, he said it was very kind of you to check he got home safe on Friday and for making the appointment with the GP."



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

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 510915

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



Royal College of
General Practitioners



**Armed Forces veteran
friendly accredited
GP practice**

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

**If you are ex-forces, please
let your GP know to help
ensure you are getting the
best possible care.**

**To find out
more, ask your
nurse or GP.**



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

Peggs Close LE9 7BP

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