



## Barwell & Hollycroft Medical Centres



Striving together to deliver personalised patient centred care

A joint Newsletter for the High Street Surgery in  
Barwell and Clifton Way Surgery in Hinckley.

# Barwell & Hollycroft Practice News— Spring '25 Issue

### Welcome to Our Spring Newsletter!

As the days grow longer and the first signs of spring bloom around us, we're reminded of the importance of renewal—not just in nature, but in our health and wellbeing too. At Barwell and Hollycroft, we're here to support you through the seasonal changes with helpful advice, important updates, and community news.

In this edition, you'll find information on spring allergies, tips for staying active as the weather improves, and updates on upcoming health campaigns. We'll also share a few reminders to help you make the most of the services we offer.



Wishing you a healthy and vibrant spring!



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

Thursday 10th April, Wednesday 14th May, Wednesday 11th June, Thursday 3rd July

### Collective Action

As the General Practitioner Council (and the BMA) has accepted the proposed changes to the 2025/26 GP contract we are no longer 'in dispute' with the government and therefore the nationally co-ordinated Collective Action stops. What will continue however is the safe working levels within Barwell and Hollycroft Medical Centre.

- 15 minutes for appointments (Patient choice of telephone or face to face).
- 26 patient contacts per day per clinician
- Stop all uncontracted work that "plug gaps" withing our NHS.

Safe working practice helps manage workload and limit capacity to deliver safe, high quality care.

### Change to the way we book appointments: Rapid Health coming soon

Rapid health is a new NHS approved tool designed to help you book and manage your GP appointments. It allows the patient to either make an administrative request, book an appointment, or receive self-help information.

For more info, please visit: [Rapid Health - Patient Explainer on Vimeo](#)

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

**Spring** is finally here, and while many of us are looking forward to longer days and warmer weather, for hay fever sufferers, it's the beginning of what can be a challenging few months. If you're one of the 20% in the UK affected by hay fever, here's what you need to know about the season ahead.

For more info, visit:

[www.metoffice.gov.uk/blog/2025/met-office-pollen-forecast-2025-what-you-need-to-know](http://www.metoffice.gov.uk/blog/2025/met-office-pollen-forecast-2025-what-you-need-to-know)

If you are suffering with hay fever this Spring, seek advice from your local pharmacy.



#### Tips for staying active this spring in Leicestershire:

- 1) Explore local parks and nature whether this is walking, cycling or hiking
- 2) Embrace outdoor activities such as gardening
- 3) Keep safe and consider weather, warm up, hydration, adjust clothing, wear sun protection and take regular breaks
- 4) Make it a habit, set goals, choose activities you enjoy, find someone to keep you motivated

For more info, visit: [www.nhs.uk/better-health/get-active/](http://www.nhs.uk/better-health/get-active/)

#### More ways to kickstart your health

If you want to improve other aspects of your wellbeing, we have more great free tools to support you:



##### NHS Food Scanner app

Start finding healthier swaps today!



##### NHS Weight Loss Plan app

A 12-week plan to help you lose weight.



##### NHS BMI calculator

Check your body mass index (BMI).

[Check your BMI](#)



##### NHS Couch to 5K app

A running app for absolute beginners.



##### NHS Active 10 app

Track and build up your daily walks – start with 10 minutes every day!



##### How Are You? quiz

Get tips on looking after your health.

[Take the quiz](#)



##### NHS Drink Free Days app

For the days you do not want to drink alcohol.



##### NHS Quit Smoking app

Daily support to help you quit smoking and start breathing easier.



Available online: [www.nhs.uk/better-health/](http://www.nhs.uk/better-health/)

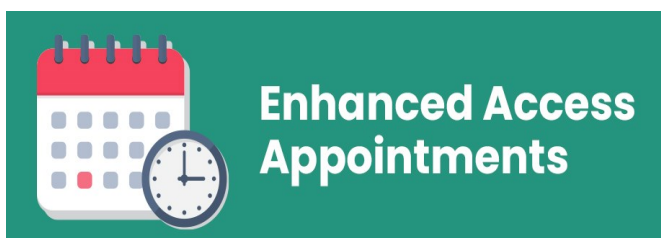
#### Covid Spring boosters:

The Spring Summer '25 campaign launched on the 1st of April 2025 and will run until 17th of June 2025. We have contacted our eligible patients to

#### Telephone calls summary:

In March our total inbound calls were 11,389 & outbound 7,037. In February total inbound calls were 10,820 & outbound 6,802, January total inbound calls were 12,348 & outbound 8,508.

In the month of March, one of our Receptionists alone answered approximately 700 calls.



Out-of-hours hubs available at The Centre Surgery in Hinckley and Newbold Verdon Practice. 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.



### Deaf awareness week —5th—11th May 2025

The aim of Deaf Awareness Week is to raise awareness of hearing loss in the UK and its impact on people's lives.

### Pride month—June 2025

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



### National Carers week —9th—15th June 2025

Raising awareness of caring by highlighting the challenges that carers face and recognise the contribution they make.

### Armed forces day —28th June 2025

To commemorate the service of men and women in the British Armed Forces.



### 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

"Recommended Doctor's Surgery ? I recently visited the new Barwell Medical Centre and I was very impressed with the Plush Building and spacious Car Parking Facility. The atmosphere as you enter the building is welcoming from the Reception Staff whether seeing the Nurses or one of the Doctors for my Appointment. "

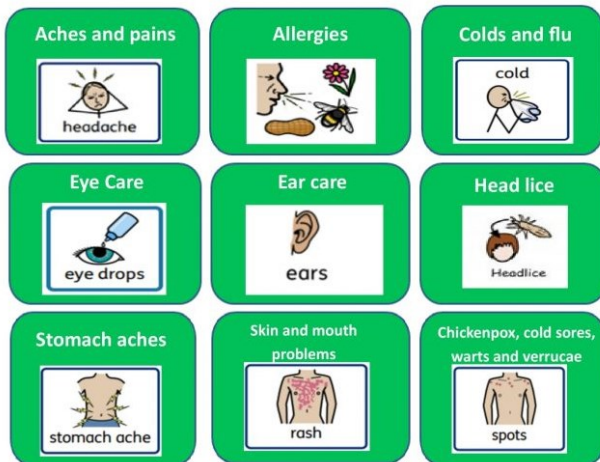
"I would recommend Barwell Medical Centre to anyone who is looking for excellent Healthcare."

"patient wanted to pass on her gratitude to the surgery and said we are all wonderful"



## THINK PHARMACY

## Use the Right Service



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

**NHS**  
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](mailto: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](mailto: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.helpline@turning-point.co.uk](mailto: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](mailto: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](mailto: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](mailto:leicestershire.helpline@turning-point.co.uk)
- Melton Crisis Café - provided by Mental Health Matters  
David Wilson Foundation Centre, St Martin's House, 7 Peacock Lane, Leicester, LE1 5PZ  
Email: [leicestershire.helpline@turning-point.co.uk](mailto:leicestershire.helpline@turning-point.co.uk)
- 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](mailto:mhm.leicestercrisiscafes@nhs.net)



# 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



**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](mailto:Timeout4carers@gmail.com)



**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.**