



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— Summer '25 Issue

Welcome to our Summer newsletter!

The sun is shining, the days are longer, and we're excited to bring you the latest updates, news, and inspiration to make the most of the season. At Barwell and Hollycroft, we're here to support you through the seasonal changes with helpful advice, important updates, and community news. As we step into the warmer months, we hope you're enjoying the sunshine and taking time to focus on your health and wellbeing.

In this edition, we'll be sharing important updates from the practice, helpful health tips for the summer season, updates on upcoming health campaigns, and reminders to help you and your family stay well. We'll also share a few reminders to help you make the most of the services we offer. As always, we're here to support your health— whatever the weather!



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

Thursday 3rd July, Wednesday 10th September, Wednesday 8th October

We are supporting the **Little Cup of Joy** project which is helping to support rural villages who may have residents struggling with social isolation and loneliness. They were with us at Barwell on 28th May, 4th June, and 11th June offering free coffee and a good chat.

For more info, visit the Rural Community Council (RCC) page at: www.ruralcc.org.uk



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

As **summer** blooms, so do the challenges for patients suffering from hay fever. Anyone suffering with hay fever this summer, we advise to speak to your local pharmacy for over-the-counter antihistamines, nasal spray, eye drops. Remember, keep windows closed on high pollen count days, shower after being outdoors and check pollen forecasts when possible.

For more info, visit:
www.nhs.uk/conditions/hay-fever/



If you're planning to **travel** outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Contact the practice at least 6-8 weeks before your travel. We'll send you a questionnaire to fill out, if you need any vaccines we'll be in touch to book you an appointment with one of our Practice Nurses.

For more info around travel vaccines, visit: www.nhs.uk/vaccinations/travel-vaccinations/travel-vaccination-advice/

Top tips for the warmer weather



Keep out of the sun between 11am and 3pm



If you exercise, do it in the morning or evening when it is cooler



Keep your home cool by closing windows, blinds and curtains



If you go outside, stay in the shade and wear a hat, sunglasses and sunscreen



Drink plenty of water and avoid too much alcohol



Check on family, friends and neighbours and ask them to check on you

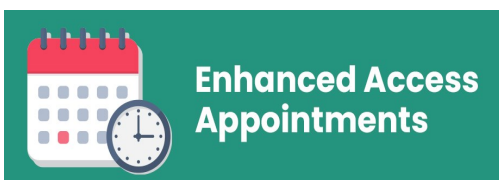


Get help if you or someone else becomes unwell. **Call NHS 111** or in an emergency call **999**

For more information, visit: www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/

Telephone calls summary:

In May our total inbound calls were 10,289 & outbound 6,234. In April total inbound calls were 11,463 & outbound 6,741, March total inbound calls were 11,389 & outbound 7,037.



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.

On Friday 23rd of May 2025, we held our first **NHS App training** at the Barwell.

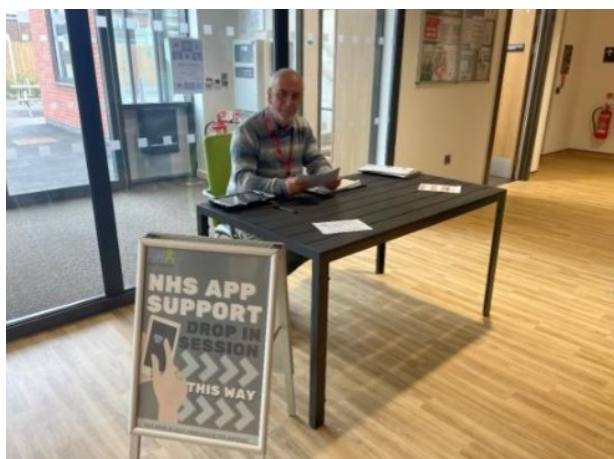
This was supported by our amazing PPG members and Care Co-Ordinators from our Federation.

The 1st session was well attended and positively received.

The session provided patients with one-to-one support on a range of topics, including downloading the app, registering and verifying their identity, linking to their GP records, and learning how to use key features such as ordering repeat prescriptions. We also assisted with technical issues such as login difficulties and account recovery, ensuring that each patient left with improved confidence in using the app.





We want to say a huge thank-you to those who helped out, but also those who came and made this a success.





We are looking at future dates for another informative session!



Rapid Health update:



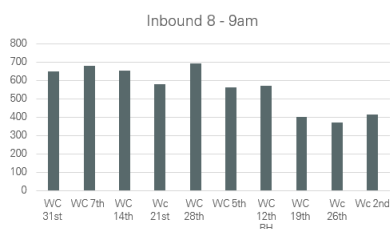
REQUESTS BY TYPE (ADULTS 16+)			
ADMIN REQUESTS	MEDICAL REQUESTS	MEDICAL AUTOMATED	% MEDICAL AUTOMATED
 563	 1346	 268	 20%

APPOINTMENTS BY STATUS			
BOOKED	PENDING	CANCELLED	RESCHEDULED
 978	 199	 27	 25

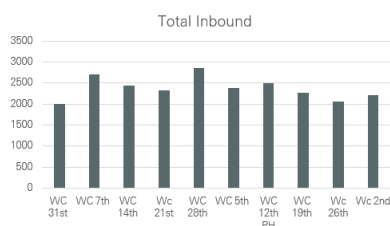
We went live with Rapid Health on the 13th May, the above figures are from the remainder 2 weeks of May.

We saw Rapid Health have a positive effect on the 8am rush with call volumes dropped by 200 calls on average per morning in the first hour. The total calls throughout the day however, does not seem to have changed.

Effect on the 8am rush



Effect on calls overall



We've had some great feedback: *Hollycroft & Barwell medical centre are amazing!! Such great service and really easy to book. Dr Jackson was great and really helped me. She was so lovely and I can't thank her enough!*

Armed forces day —28th June 2025

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



Alcohol Awareness Week —9th—13th July 2025

A chance for the UK to get thinking about drinking. It's a week of awareness-raising, campaigning for change, and more.

Know your numbers week —8th—14th September 2025

Encouraging adults to know their blood pressure numbers and take the necessary action to reach and maintain a healthy blood pressure.



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

"Barwell Medical Centre at Hollywell have shown that first class customer facing service is possible when delivered by committed professionals. "

" I want to thank everyone at Barwell and Hollycroft medical centres for there amazing help over the last 2 years

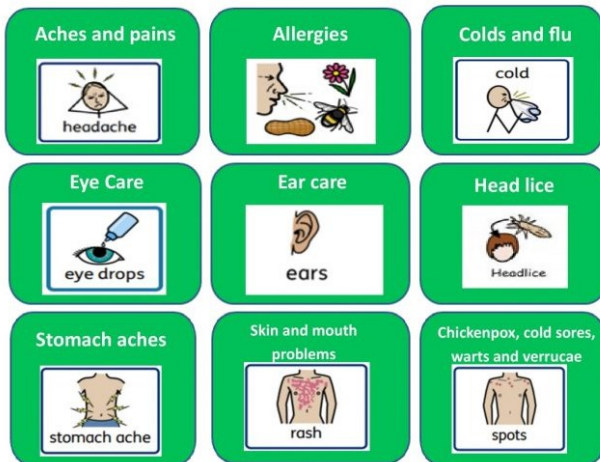
"Great Transition?

I have just recently moved across to this GP surgery due to hearing wonderful things that they can do in surgery compared to my previous surgery. Very easy and quick process, friendly staff and thorough service. Hoping to have better relationship with my GP and to feel more confident with my care with a better understanding of what's going on. Fingers crossed "



THINK PHARMACY

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>

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
- 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.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
- 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.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
- 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

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



**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.**