



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— Winter '25 Issue

Welcome to our Winter newsletter!

As we wrap up the year, we extend our heartfelt gratitude for your continued support.

We wish you a wonderful Christmas and a prosperous New Year.



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

Wednesday 14th January, Thursday 12th February, Thursday 26th March



Please note, changes to our normal
service this festive season:

**Christmas eve and New Years
Eve, if you need medical
assistance between 4pm and
6:30pm, please call the surgery
as normal and you will be
diverted to the covering service.**

**After 6:30pm today (Christmas Eve) and
during the Christmas break, you will need to
ring 111.**

If life threatening call 999/attend your nearest A&E
Any minor problems, please seek advice from your local
Pharmacy.

Telephone calls summary:



In November our total inbound calls were 7,827 & outbound 5,639

In October our total inbound calls were 9,669 & outbound 6,964

In September our total inbound calls were 9,121 & outbound 6,667.

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.

Winter Tips for Asthma, COPD & Diabetes

Cold weather can make managing long-term conditions harder. Here are some simple steps to stay well:

Asthma & COPD:

- Keep inhalers close and check expiry dates.
- Wear a scarf over your mouth/nose outdoors to warm the air you breathe.

Diabetes:

- Monitor blood sugar regularly—cold weather can affect levels.
- Keep moving indoors to maintain circulation.

General Advice:

- Take medications as prescribed.
- Stay warm and avoid sudden temperature changes.



Stay well this winter!

Cold weather can increase the risk of illness, so here are some simple tips to keep you healthy:

Get your flu and COVID vaccines – they're your best protection.

Keep warm – wear layers and heat your home to at least 18°C.

Eat well & stay active – even gentle movement helps boost immunity.

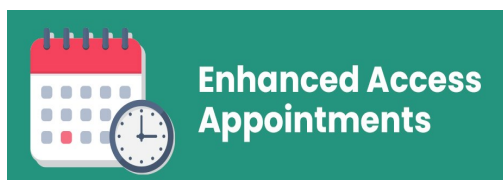
Wash your hands regularly – it reduces the spread of germs.



We're thrilled to share the success of our recent **Work Well Peer Support Group session** (29th November)

The session focused on building your own bridge back into work, with activities to break the journey into manageable steps. Feedback showed this approach really helped participants see where to begin. One patient said the session has made her feel "whole again".

The Work Well Service is free and confidential, supporting anyone whose health affects their ability to work or whose work impacts their health. We partner with you to create practical, personal plans and connect you with the right support—because good work is a health outcome.



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.

Dry January

Ready to give your body and mind a refreshing reset? Join the Dry January challenge and discover the benefits of going alcohol-free for 31 days!



New Year, New You – Quit Smoking in 2026!

Encouraging the nation's smokers to make a quit attempt for the month of January and beyond.

Cervical Cancer Prevention Week —19–25 January

Join us in raising awareness and taking action to help eliminate cervical cancer!

- HPV vaccine—if you are aged 11-18, make sure you get vaccinated
- Cervical screening (smear test) - if you're 25-64, attend your screening when invited
- Know the symptoms—unusual bleeding, discharged or pain? Speak to someone



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

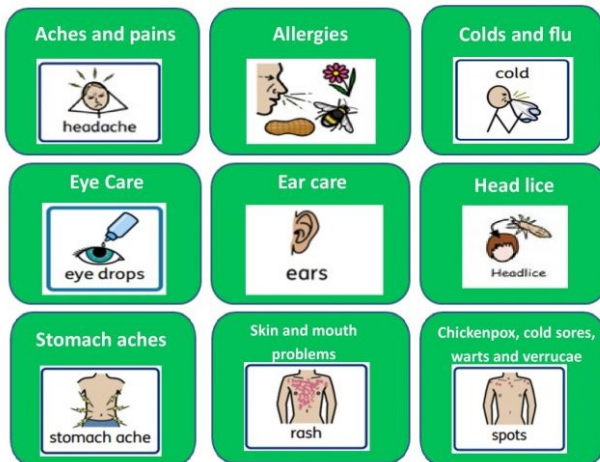
"Gemma was outstanding for my sons immunisations for some this is a simple thing but for us it was worrying as our son has trouble understanding due to a speech and language delay. Gemma was fantastic."

"We would like to say a big THANK YOU to all the medical, nursing and administrative staff of both Hollycroft and Barwell medical centres for all the good and excellent services you provided us over the many years we have been registered with the surgery. We wish you all the very best for the future and please continue the good job you are all doing"



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



Time Out for Carers

Join us for a cuppa and chat

Carer peer support group

2nd Tuesday of the month

7:00 pm - 8:30 pm

07432889790

timeout4carers@gmail.com

Hope Community Church

Deveron Way, Hinckley, LE10 0XD





**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.**