

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: NHS Cervical Screening – digital results, view messages about your care on the NHS app, the signs of Type 1 diabetes, the healthy choices quiz, ways to wellbeing, and the latest Practice News.

We are based across two sites, one in Clayton and one in Allerton.
As we are a training practice, we may have registrar doctors in post, and we also teach medical students throughout the year.

Allerton opening hours: 8.00-6.00 Monday to Thursday and 8.00-1.00 Friday
Clayton opening hours: 8.00-6.00 Monday to Friday



4 Glenholme Park
Clayton
Bradford
BD14 6NF



Allerton Health Centre
Bell Dean Road
Allerton
Bradford, BD15 7WA

Phone: 01274 880650

E-mail: B83045.hollynshealth@nhs.net

GP/ANP/ACP Clinic Availability

Dr. A Raw (female) works: Monday and Thursday all day

Dr A Suleman (male) works: Tuesday all day, Wednesday morning and Friday morning

Dr S Marris (female) works: Wednesday all day, Thursday morning and Friday all day

Louise Lewis (female) works: Wednesday morning and Thursday all day

Dr R Hussain (female) works: Tuesday all day, Thursday afternoon and Friday morning

Dr M Mahmood (male) works: Monday and Tuesday all day

Dr T Malik (female) works: Wednesday, Thursday and Friday all day

Dr A Kamal (male) works: Wednesday, Thursday and Friday all day

Dr B Mehar (female) works: Monday and Thursday all day

Dr A Master (male) works: Tuesday all day, Wednesday and Thursday morning and Friday all day

Jayne Hunneybell, Advanced Clinical Practitioner, works: Wednesday Thursday and Friday all day

Helen Clarke, Advanced Clinical Practitioner, works: Tuesday, Wednesday & Thursday all day

Jessica, Advanced Clinical Practitioner, works: Tuesday, Wednesday, Thursday and Friday all day

Emma Wood, Women's, Newborn & Infant Practitioner, works: Wednesday and Thursday all day

We have a Practice Nurse team who are available Monday to Friday

PRACTICE NEWS

Important Update – Introduction of Total Triage System

Making an appointment with us can be frustrating and we have listened to your concerns. We want to make it easier for you to access the practice when you need it.

We want to inform you of an important change in the way we manage appointments and how you can access healthcare at Hollyns Health & Wellbeing. From **Wednesday 10th December**, we will be introducing a **Total Triage** system.



What is Total Triage?

Total Triage means that all requests for appointments or advice will be assessed first by a clinician or trained care navigator before an appointment is booked. This allows us to ensure that every patient receives the most appropriate care, at the right time, in the right place and with the right healthcare professional.

How it works:

- All appointment requests are to be submitted via an online consultation tool. This can be done via Hollyns Health and Wellbeing website or SystmOnline/Airmid. ****This will not affect the nursing team; appointments will need to be requested in the usual way****
- The practice team will consider your request for an appointment or medical advice and tell you **within one working day** what will happen next.
- You may be offered a telephone or face-to-face appointment, signposted to another service (e.g., pharmacy, physiotherapy), or provided with advice or prescriptions without needing to attend the surgery.

Why are we making this change?

- To improve access to healthcare and reduce waiting times
- To reduce waiting times on the phones for patients
- To enable patients to get an appointment when needed
- To ensure urgent issues are prioritised appropriately
- To make better use of our clinical team's time and expertise
- To support patient safety and continuity of care

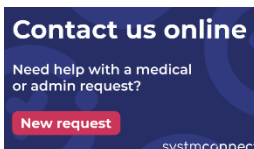
We understand that this is a change from how things have worked in the past. We appreciate your patience and cooperation as we implement this new system. Our goal is to provide you with the best possible care in the most efficient way.

Need Help Using Online Services?

We're committed to making Total Triage work for all patients. To support patients with this change, we will be holding drop-in sessions at both Clayton and Allerton sites for patients who have any questions or if you require assistance registering for online service on Wednesday 3rd December at – 09.00am to 11.30am and 2.00pm to 4.30pm.

The quick and easy way to get in touch and get the care and services you need

- Submit your request online in your own time.
- If you need an appointment, we will arrange one with you.
- Request fit notes and more.



TOTAL TRIAGE

From 10th December 2025

Visit Hollyns Health and Wellbeing Website and clinic and clinic on

systmconnect

Your fully integrated online consultation and total triage platform



Coming Soon
10 December 2025



No more
8am rush

Right person
Right place
First time!

www.hollynshealth.co.uk

PROTECTED LEARNING TIME

Please note that both our Allerton & Clayton sites will be closed for the afternoon from 12pm for Protective Learning Time on the following dates for the year of 2025:

Thursday 04.12.2025

These dedicated training sessions allow GP practice staff the opportunity to close for the afternoon to receive updates and training.

FIRST CONTACT PHYSIOTHERAPY

The role of First Contact Practitioners is to assess patients with muscle and joint pain and decide the most appropriate management pathway. They are physiotherapists with expertise in assessment and management of MSK conditions.

Inclusion Criteria

- All sprains, pains, strains, twists or sports injuries
- Possible problems with muscles, ligaments, tendons or bones spinal related pain in arms or legs, including nerve symptoms e.g. pins and needles or numbness Spinal pain including lower back pain, mid-back pain and neck pain
- Osteoarthritis of any joint
- Post Orthopaedic surgery but not currently under consultant care

Exclusion Criteria

- Acutely unwell and acute mental health crises
- Children Under 16 and house-bound patients
- Medication reviews
- Headaches, Neurological / brain or respiratory / breathing conditions
- Medical management of rheumatoid conditions, fibromyalgia or hypermobility
- "Pain all over the body" or multiple problems
- Pregnant ladies with low back or pelvic pain

BRADFORD ENHANCED ACCESS—INFORMATION FOR PATIENTS

Hollyns Health and Wellbeing are part of the Enhanced Access Service which provides GP, ANP, blood tests, asthma reviews, grief and loss counselling, mental health triage and support for 11 years plus, physiotherapy, smear and young people counselling 16-25 years at location hubs across Bradford. Our Care Navigators may offer you an appointment within our Bradford Enhanced Access service. These appointments are outside of usual surgery opening hours (evenings and weekends).

More information about appointments with the Extended Access service

The service is run by Bradford Care Alliance, which represents all GP practices in the Bradford area. Medical appointments are with GPs and other healthcare staff who work in the area; so your appointment may not be with a clinician from this practice.

To use the service, we will ask for your consent to share your medical record, and our reception staff will explain what this means and why it is necessary. Please see our website for further details of the services and to learn more about how and why we process your information.

PHARMACY FIRST

GP Community Pharmacy Consultation Service

This service ensures that patients receive the right support by offering expert clinical advice, recommending suitable over the counter medicine, or where indicated refer you back to your GP.

Pharmacy First

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

PATIENT GROUP

Both the Allerton and Clayton sites at Hollyns Health and Wellbeing have a combined Patient Group which consist of patients, Doctors and members of the practice management team who meet frequently through the year. Our aim is to contribute to the continuous improvement of services and to provide feedback about patient's concerns. Details for the next Patient Group meeting is yet to be confirmed, please check for updates on the Practice's website.

If you are interested in becoming a member of the Group or would like to attend the meetings, then please leave your name and contact details with a member of the Patient Administration team.

A copy of all of the Group's minutes are available at both sites and on the Practice website.

WELL TOGETHER SERVICE

Well Together provides a range of interesting, sociable, health-led activities delivered by dedicated activity volunteers. Our activities are free and run across Bradford, Airedale, Wharfedale and Craven, in wheelchair-accessible venues. There are many groups available, including crafting, peer support and walking, and there is no limit to how many of these you can join. Well Together is for adults aged 18 years or over and we welcome service users with long term health conditions. We do ask that people must be independent enough to leave their home unaided and be well enough to access an activity in the local community run by a volunteers.



How you can access the service

You can self-refer to this service by either calling 01274 259190 or by completing the self-referral form. GPs and other health professionals wanting to make a referral on behalf of a patient can do this using the professionals' referral form. Once you have been referred to Well Together, one of our team will contact you to find out what your interests are and match you to one of our many activities.

What we offer

Currently we are hosting some groups that meet in person and some that run virtually on-line. Our walking groups are based across the district and are led by our trained volunteer walk leaders.

If you're on social media, follow us on twitter and facebook, to keep up to date with the latest events.

NHS CERVICAL SCREENING PROGRAMME – DIGITAL RESULTS LAUNCHING SEPTEMBER 2025

We have been notified that the NHS plans to start sending normal results from the NHS Cervical Screening Programme, digitally utilising the NHS App. Normal results are those where the patient is put back into recall within the programme and don't require referral to colposcopy.

This change follows the successful rollout of digital invitations and reminders in June 2025, where since the launch, 9 out of every 10 invitations are being sent digitally, with the remainder being sent by post.

Those who have a normal test result will be notified of this by an NHS App message. It will appear as an NHS App notification, and if someone doesn't have notifications switched on for the NHS App, they may also receive an SMS message to remind them to check the NHS App. If the NHS App message isn't read within 72 hours of delivery or if the patient doesn't have the NHS App, a letter will be sent as a failsafe.

Abnormal result letters (those that involve referral to colposcopy) will continue for the time being to be delivered by post. However, we are aware that some patients may see their cervical screening test result (either normal or abnormal) via the NHS App under GP Health Records or they may receive a colposcopy appointment via the NHS App before they receive their formal communications. This is because the NHS App is linked to the results being sent from the screening laboratory to the GP practice. If the patient has signed up to access their medical records, all test results would be accessible to the patient.

WAYS TO WELLBEING



WAYS TO WELLBEING

Explore different topics like:

- Setting boundaries
- Managing anxiety
- Positive thinking
- Grounding techniques

Every Monday or Thursday morning.
Located at Bradford District and Craven Mind.
Check our website or contact us for the latest schedule.

To book a place for a session:

- call us on **01274 730815**
- email us at admin@mindinbradford.org.uk
- visit www.mindinbradford.org.uk/wellbeing

Relaxed, 1-hour workshops supporting self-awareness and emotional resilience.

Join open conversations to support your wellbeing.






Scan the QR code to register yourself:



View messages about your care in the NHS App



-  Turn on notifications for the NHS App to get messages from your trusted healthcare providers
-  The NHS App messaging service is a simple and secure way to stay up to date
-  You can also use these services by logging in through the NHS website



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DO YOU KNOW THE SIGNS OF TYPE 1 DIABETES?



We call them the 4Ts. If you or your child are weeing more often, constantly thirsty, more tired than usual, or losing weight for no reason, it could be a symptom of type 1 diabetes. If left undiagnosed, type 1 diabetes can be fatal. If you're experiencing any of the 4Ts, ask your doctor for a test immediately.



Scan the QR code or visit diabetes.org.uk/the4Ts

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

© Diabetes UK 2022. Product code: 102036EINT

No wrong answers, just the right start.

The Healthy Choices Quiz is free, quick, and designed to help you take small steps towards lasting changes.

It can help you eat well, move more, sleep better, and feel more in control of your health.

Search
**Healthy
Choices Quiz**



THE HEALTHY CHOICES QUIZ

We are supporting the Department of Health and Social Care and the NHS on a new campaign encouraging all adults to take the Healthy Choices Quiz. This health and wellbeing quiz aims to empower adults to take control of their health by making small changes day to day.

Taking around 5 minutes to complete it asks questions about your lifestyle in the areas of eating, movement, alcohol consumption, smoking and vaping, mental health and sleep. You'll receive an overall score based on your answers. This score indicates how your lifestyle could be affecting your health and wellbeing. You'll also be directed to guidance and advice for areas you could improve including a range of free NHS apps and tools. From a 9-week running programme for absolute beginners, to an anxiety reducing email programme, the NHS has a range of support on offer.

Whether you want to eat better, move more or sleep deeper, the Healthy Choices Quiz can be your first step towards a healthier you. Take the free NHS Healthy Choices Quiz today.

LOCAL SERVICES AND COMMUNITY GROUPS

Clayton Village Hall

Coffee Shop - Events - Private Functions



Clayton Village Hall is located on the outskirts of Bradford 3 miles from the city centre, with easy public transport access on the First Bus number 637. Website: www.claytonvillagehall.org.uk

The village hall is a registered charity, a nonprofit making organisation run by a volunteer committee of residents from Clayton. The building belongs to the residents of Clayton.

- The hall is a Grade 2 listed building and is an ideal venue for:
- Christening and children's parties
- Meetings/conferences
- Plays and performances
- The Victoria Suite is available for private functions and regular hirers. Refreshments for all types of events are provided from their own kitchens.

Regular groups

Clayton Village Hall host a number of regular groups at the Hall, check out the list below, click on the links on the website for more details on an activity.

Monday

9.00-11.00am	Toddlers Group for 0-4 year old in term time
10.00-11.00am	Tai Chi
5.30-7.30pm	Youth Club for 11-19 year old in term time
6.00-8.00pm	Karate

Tuesday

9.45am-2.00pm	Baby Sensory 4 classes, birth to 13 months
6.00-8.30pm	Craft class, fortnightly
6.30-7.30pm	Yoga Pilates for adults

Wednesday

9.30-12.00pm	Café open for a range of hot breakfast and drinks
9.30-10.30am	Exercise class—gentle seated and standing exercises
11.00-12.00pm	Exercise class—gentle seated and standing exercises
10.00am-2.00pm	Baby sensory 3 classes, birth to 13 months
1.30-3.30pm	Bingo
4.00-6.30pm	Applause Theatre School drama classes in term time
7.30-9.00pm	Clayton Village WI First Wednesday in the month

Thursday

1.30-3.30pm	Clayton Crafters, all ages welcome
4.15-7.00pm	Applause Theatre School drama classes in term time

Friday

9.30-12.00pm	Café open for a range of hot breakfast and drinks
1.30-3.30pm	Men's Group

Saturday

8.00-10.30am	Slimming World
9.00-11.30am	Baby Ballet

Sunday

9.00-11.30am	Baby Ballet
5.00pm	Community Cinema 3rd Sunday of the month



Cafe West Healthy Living Centre

Charity Number: 1143422

Companies House: 04334432

Info@cafewest.org.uk 01274 488 499



Cafe West is a vibrant Healthy Living Centre situated in the heart of Allerton and Lower Grange. It focuses on promoting health and wellbeing in a warm and friendly environment. Classes, activities and services are reviewed & revised to meet the changing needs & interests of the community in an effort to continually improve standards of health & wellbeing.

Vision – Heart of the community

Mission – Empowering people to enhance their quality of life

Values – Respect and diversity, integrity, advocates for positive change, connected

Statement of Purpose - An all-inclusive service for the local community, here to provide support to maintain independence and enhance the quality of life.

Opening Hours

Mon - Thurs: 0830 - 1630 (Cafe Open till 1430)

Fri: 0830 - 1300 (Cafe Open till 1300)

Sat: Closed (Apart from booked events/activities)

Sun: Closed (Apart from booked events/activities)

Times do not include evening or weekend classes

Emergency Bags – Working with Bradford Foodbank, we hold several “Emergency food bags” distributed to those in real need

Library - Fully open and operational library service – staffed Mon, Tues, and Thurs 1000-1300 but accessible whilst centre open

Public Access ICT suite – The public can access the PCs in the library and IT suite at any time for reasonable activities

Printing-Scanning Services - Service – 10p Black and white 20p Colour printing services, scanning free of charge

Community Garden - Space for all community members to plant, grow and enjoy.

Document Completion support – in lieu of a dedicated advice worker, volunteers support individuals forms and documents

My wellbeing College – Mental Health Support self-referral

Job Seeking support – Via various providers

Dedicated ICT Support – Need some help with computers, tablets, or phones, we can help

Outside seating area – Free for the community to use at anytime

Training – Education – Referral point to TQUK provider “skills network” who provide learner access to 50+ fully funded courses

Minibus - Minibus accessible for all members of the community, must use our Driver and hold 16 additional people

Hate Crime reporting – A victim of hate Crime can come to café west and we will raise it from our location

Safe Space – Victims of Domestic abuse can report concerns here and we will provide support until authorities are involved.

Public Toilets – Toilets are available when Café West is open

Free Water Refill – Water bottles can be refilled for free at Café West at any time

Home Safe Referral – Complete online registration for Fire brigade to check properties for fire safety equipment & personal alarms

On behalf of support – With you permission and with your presence, we can speak on their behalf to third parties such as bank, housing, benefits etc when there is translation, hearing, accessibility, or potential confusion, we do not provide advice just support.

Police reporting – Anonymous Police and PCSO reporting Available
Police Surgeries – Bi-monthly sessions were local PCSO, or PO come to talk to community
Housing association – Housing Officers – every fortnight, in communities/accent housing
User forums – Tell us what you think
Card Payment – All activities can be paid with a Card, Cash or Bank transfer
Social Media – Find out what going on daily a daily basis
Virtual GP – Struggle with technology? have a virtual GP appointment? Café West know can set you up in a private back room
Hall Room - Room rental – Space hire available 7 days a week until 2300 (Parties, Meetings, Events)
Room use – quiet space – Available on request
Children visit - Having built strong relationships with schools –children come up on a regular basis and engage with our service users and services
Access Shower – Those Disable, have a broken shower or have no Gas – electricity can get showered at Café West in our Wet room, fully accessible to the public via the booking
Washing Facilities – Those with broken Washers and Driers, Struggling with Gas and Electric, may use are facilities to wash – dry your clothing
Food distribution – Distributed 200,000 in the last 18 months
Tabletop Sales – Sell unwanted items and gifts at our tabletop sale
Community Feeding - Periodic events where we feed the community
Complex needs Hub – Multiple providers attend to support a one stop service to allow for people to get help with ANY issues they may have.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Ability Art and Craft - Disability session – £2 0930 – 1130	Standing Exercise - £4 1000-1100	English Class – Free 0930 - 1030	Detangled -Free Afro-hair Class 1000-1200	Art Group - £3 1000- 1300	Jujitsu – 0900-1100 Private – Contact for booking	Hope Church Group 0800-1430
		Advice Services – Manningham Project -Free 0930-1230				
Ability Cooking – £5 1200 - 1400		Knit and Crochet group – Free. 1030-1200	JCP/DWP Advisor - Free 1000-1300			
Dance - £2 4–7-Year-olds 1700-1745 8–12-Year-Olds 1800-1845	Seated exercise- £4 1100-1200	Craft Group - £3 1030-1430	Stroke Survivors Group - 1030-1430 £5.50 Including Lunch and Bingo Subs £2.50	Story Time – Free 1000-1100	Beavers Scouting 1200-1300 Party-Event Booking 1300-2300	Party-Event Booking 1500-2300
		Social Supermarket - £6 1130 - 1300				
		Intercultural cooking 1300-1430	Survivors Exercise 1200-1300 - £4	Computer Training Class- Free 1000 - 1200		
Cubs Scouting – Free 1845-2030	Intergenerational Group and Bingo -£7 1100 -1430		ESOL with Irum - Free 1230 -1400	Coffee afternoon 1300-1430		
	Home Educated Parents Group 1400-1530 - Free	Bradford Youth Services – Free 1800-2030	Ability Community Feeding All welcome - Free 1630-1730		Jujitsu Martial Arts 1800-1930	
			Ability Clubercise 1700-1830			