



**Marine Lake &
Estuary Medical**

In Touch

PPG Newsletter

Spring 2023 Issue



**Information and News from
Marine Lake & Estuary
Medical Practice**

**Supporting the Health and Wellbeing
of our Community**

<https://marinelakemedicalwirral.nhs.uk/>

In this Edition

Contents

Pages 2	Services and Opening Hours
Pages 3 & 4	News from the Practice
Pages 5 & 6	Primary Care Network
Pages 7 & 8	Patient Participation Group
Page 9	What is Primary Care? What is Secondary Care?
Pages 10 & 11	Marine Lake Health & Wellbeing Centre
Pages 12	Social Prescriber Service

PPG meeting information and previous meeting minutes and newsletters are available on the Website under Patient Participation Group
If you need these in a different format, please get in touch at marinelakeppg22@gmail.com



Ways to keep in touch and contact the Patient Participation Group (PPG):

E-mail PPG Enquires to: marinelakeppg22@gmail.com

PPG Web Page: <https://marinelakemedicalwirral.nhs.uk/patient-participation-group/>

Other useful links

Practice Website: <https://marinelakemedicalwirral.nhs.uk/>

Check us out on Facebook: <https://www.facebook.com/MarineLakeMedicalPractice>

Practice Opening Times

For further information on making an appointment, use E-Consult or call **0151 625 9171**

Opening Times

Monday

08:00 until 20:00

Tuesday

08:00 until 20:00

Wednesday

08:00 until 20:00

Thursday

08:00 until 20:00

Friday

08:00 until 18:30

Saturday

CLOSED

Sunday

CLOSED

Practice Services

As well as GP and Nurse Appointments the practice also offers the following services:

Chronic Disease Clinics – Regular Reviews

Smear Tests

Dressings

Anticoagulation Monitoring

Minor Operations

Joint Injections

Post Natal Checks

Adult Vaccinations

**Did you know that the Practice offers
later appointments?**

Monday to Thursday up to 8pm

News from the Practice

Marine Lake & Estuary Medical Practice Vision Statement

We will endeavour to provide compassionate care which is of the highest quality.

We will be innovative; a leader in primary care research and strive to constantly develop what we do, to meet our patient's needs.

We will be an exemplary teaching practice, where undergraduate and postgraduate nursing and medical students learn to practice with compassion and develop their clinical skills and values including professionalism, altruism, team working, integrity, excellence and social justice.

We will support all our staff through appropriate training, learning and development, to realise their potential and provide the best quality care for our patients, and to feel proud of the organisation that they work in.

We will have a working environment where our staff are valued and feel valued, where creativity is encouraged and where staff are happy to come to work.

We value the diversity of our staff and our patients and believe that this diversity is integral to the quality of care that we provide.

Practice Mission Statement

“We aim to provide the best possible medical care and the highest quality of service, that is efficient, courteous and without discrimination.”

Practice Information



Children and Young People
0-17yr

Infants & Neonates (0-12 mth)	11
Toddlers (1-3 yr)	388
Children (4-10 yr)	1,241
Adolescents (11-17 yr)	1,530

16%
3,170



Working Age Adults
18-64yr

Young adults (18-44 yr)	5,185
Middle aged (45-64 yr)	5,401

55%
10,586



Older People
65+yr

65-79	3,696
80-89	1,466
90+	463

29%
5,625

Ages are estimated using the year-of-birth

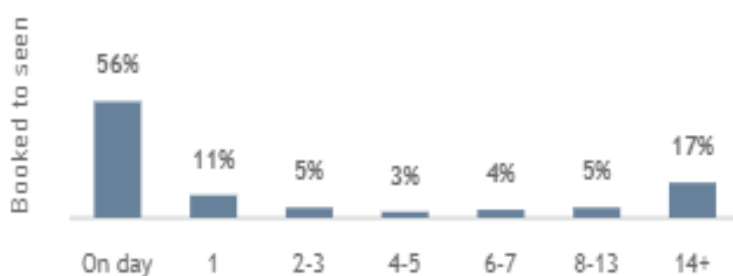
Practice Data for February

AVAILABILITY

56% booked on the day (urgent)

5.1 days average booked to seen time

4 mins average time spent in waiting room



2,423 eConsults submitted

6,124 Telephone calls

5,226 GP appointments

165 DNA* – 3% of Apt
Ave wait 5 days.

2,098 Nursing appointments

128 DNA* – 9% of Apt
Ave wait 10 days.

1,492 Phlebotomy appointments

93 DNA* – 6% of Apt
Ave wait 10 days.

***DNA – Did Not Attend**

Apt – Appointments



Primary Care Network

Healthier West Wirral Primary Care Network (PCN) is a collaboration of progressive, forward thinking GP practices in the area.

The practices have come together to form Healthier West Wirral PCN to broaden access to a wider portfolio of primary care services bespoke to the needs of the local patient population.

Working in partnership as the West Wirral network they aim to improve health by co-producing a fuller range of available services that matter to people and improve patient care in the local community.

Working together for Patients

Healthier West Wirral PCN is a group of 7 GP practices formed to undertake activities for the local patient population which they could not provide individually.



[Marine Lake Medical Practice](#)

[Estuary Medical Practice](#)

[Greasby Group Practice](#)

[Upton Group Practice](#)

[West Wirral Group Practice](#)

[Commonfield Road Surgery](#)

[Heswall and Pensby Group Practice](#)

Our Mission

Healthier West Wirral Primary Care Network aims to improve and enhance patient health, their primary care journey and experience, by working closely as a group and with the wider health care system. To encourage a resilient and sustainable local primary care system, with a focus on the right care, at the right time, by the right person.

For more Information:

<https://www.healthierwestwirralpcn.co.uk/primary-care-networks/>

Healthier West Wirral Primary Care Network Services

PHYSICIAN ASSOCIATE TEAM

Physician Associates (PA's) are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care. You may find the practice books you an appointment with a PA as this is the best person to see on the day. These trained professional support doctors in the diagnosis and management of patients. They are trained to perform several roles including taking medical histories, performing examinations, analysing test results, and diagnosing illness.

CARE HOME SERVICE

The Healthier West Wirral PCN care home coordinator supported by a clinical lead and four physician associates coordinates healthcare across 26 CQC registered care homes. They have developed support networks with various stakeholders across Wirral to provide a high standard of care to those living in long term care settings. The care provided ranges from proactive regular reviews, acute reviews, and advanced care planning.

PCN NURSE TEAM

The PCN Nursing Team is comprised of both Nurses and Nursing Associates supporting a wide range of patients but with a focus on the frail and housebound. The goal is that all patients have the same level of access to nursing care. They support the practice with a range of things from the delivery of flu and COVID-19 vaccinations to chronic disease management. The PCN Nurse Team also supports patients with learning disabilities by offering annual health checks.

ACUTE & FRAILTY RESPONSE SERVICE

The Acute & Frailty Response service coordinates both acutely ill and severely frail or housebound patients, who often have complex wide -ranging conditions. The aim is to reduce unnecessary GP workload, reduce the need for 999 calls and cut unplanned hospital admissions to improve patient health and wellbeing. The team is made up of paramedics, a physician associate, and a care coordinator. The services can only be referred to by a GP or other suitable healthcare professional from the practice, this ensures the right patients can be seen with same day appointments.

PHARMACY TEAM

The Pharmacy Team consists of 12 pharmacists and 5 pharmacy technicians supporting all the practices in the PCN. They work collaboratively with other healthcare professionals across the network to ensure appropriate and safe medicines use. They facilitate medication supply and support GP's by delivering medication reviews, supporting clinical reviews of our patient population.

PPG



Benefits of a Patient Participation Group:

PPG's are about implementing real, positive change in their communities. Patients have long valued the relationship with their GP and general practice. However, the dynamics of this relationship have changed over recent years – patients today rightly want more say in their own healthcare, they are better informed and expect to be treated as whole people, not just as a condition or ailment.

PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

PPGs can help GPs to develop an equal partnership with their patients. They can help them to communicate accurately and honestly with individual patients, and with the wider community about key health matters. They can also help to reduce costs and improve services by identifying changes that the practice may not have considered, allowing resources to be used more efficiently. What is more, they can develop mutually supportive networks for patients and the practice, outside of individual appointments.



Have feedback or interested in
joining the PPG?
Email us at
marinelakeppg22@gmail.com

We are establishing a 'virtual' PPG so that more patients can join in.

Please visit the website <https://marinelakemedicalwirral.nhs.uk/patient-participation-group/> and get in touch.

Let us know your email address along with your details and get involved, have your say, share your thoughts with us and other patients, and help us to make improvements to your service

What does the Patient Participation Group do?

In practice, PPGs can play a number of roles, including:

- Advising the practice on the patient perspective.
- Organising health promotion events.
- Communicating with the wider patient body.
- Running volunteer services and support groups to meet local needs.
- Carrying out research into the views of those who use the practice and their carers.
- Influencing the practice or the wider NHS to improve commissioning.



From April 2016, it has been a contractual requirement for all English practices to form a patient participation group (PPG)

The New Marine Lake and Estuary PPG Group established in January 2023

Look out for meeting dates and events on the practice website

If you have any health events or articles for the next newsletter or if you are interested in becoming a patient representative, please contact the Patient Participation Group either by email

marinelakeppg22@gmail.com

or by post addressed to:

Patient Participation Group
c/o Marine Lake Medical Practice
The Concourse, Grange Road,
West Kirby, Wirral CH48 4HZ

What is Primary Care and Secondary Care?

Primary care is often the first point of contact for people in need of healthcare.

It's provided by professionals such as GPs, Nurses, Dentists and Pharmacists.



Primary care is the day-to-day healthcare given by a health care provider.

Typically, this provider acts as the first contact and principal point of continuing care for patients within a healthcare system and coordinates other specialist care that the patient may need.



Secondary care is services which generally will need a referral from a GP. Secondary care is characterised as treatment that isn't delivered as the first point of contact for that individual.

It might be a doctor who is a specialist in a particular disease or condition, or a clinic or care provider that's dedicated to a particular area or specialism.



New Development and Home for Marine Lake Medical Practice



Marine Lake Health and Wellbeing Centre

The development is an important investment in local, community-based healthcare and will bring many benefits for patients, residents, and the wider community, including:

- The relocation of Marine Lake Medical Practice and Estuary Medical Practice
- Extended hours and increased capacity
- Access to specialist health and care services including Community Cardiology
- An expanded 0-19 Health and Wellbeing Service for local families
- The opening of a new community space led by Age UK Wirral

More Information on Marine Lake & Estuary Medical Practice moving to the new build will be available on the Website and at the Practice. There will also be a communications plan to advise all patients on the changes at the practice.



Marine Lake Health and Wellbeing Centre in the heart of West Kirby will transform Primary Care Services for local people, as well as bringing a range of specialist health and social care services in the local communities.



The new state of the art development will see the relocation of Marine Lake Medical Practice & Estuary Medical Practice and house 22 GP consultation rooms.

Working with our partners we are transforming Primary Care Services for local people with safe and fit for purpose premises, extended hours, and increased capacity. Marine Lake Health and Wellbeing Centre will also bring a range of specialist health and social care services to West Kirby, including Community Cardiology Services, Healthy Child Clinics, Podiatry, Community Nursing and community services from Age UK Wirral, as well as enhanced local green space with community owned wellbeing gardens.

<https://www.wchc.nhs.uk/services/marine-lake-health-and-wellbeing-centre/about-the-new-development/>

**Look out for updates from the practice on the general website
The Practice will be contacting patients with notifications and those
directly who have an appointment**

Social Prescribing Scheme

Social Prescribing Link workers are present at each surgery in the Healthier West Wirral PCN to help patients identify and link with sources of support within the community. These non-medical referral options can complement existing medical treatments to improve health and well-being.

The role of a Social Prescribing Link Worker is to give people a chance to talk, listen to them carefully, offer emotional and practical support and provide them with advice and information.

Social Prescribing Link workers are not medical professional but have been specially trained to work alongside GP's and other clinical roles to ensure people get the care and support they need.



We know that many of life's problems can make us feel unwell. GPs tell us that a lot of people visit them **feeling isolated or lonely; stressed out by work, money or housing problems;** the stress of **managing a long term health condition** may be getting them down; they may not know what is making them **feel low** but they have come to their GP searching for help.

That is where **Social Prescribing** comes in.

It starts with a conversation. It might be the conversation you have just had with your doctor, or with another person in the practice team. They will refer you to a Social Prescribing Link Worker. The **Link Worker** is here to listen to you and put you in touch with the services and activities that might help you to feel better.



As a trained professional, your Link Worker will support you with information that will help you manage whatever it is that is making you feel unwell. They may work through techniques you can try at home to manage your wellbeing; introduce you to a community group or a new activity; signpost or refer you to a specialist service but most importantly they will listen.

Examples of support available include:

- **Being a non-judgemental listening ear;** empowering with tools and techniques to balance every day stresses
- Referral into a **specialist service** for example for **money** advice (benefits, debt, and budgeting), **drugs or alcohol, smoking, housing** needs, **domestic abuse**
- Encouragement to **address lifestyle issues** including healthy eating and physical activity
- Joining a new course in the community where **education and learning** would be of benefit
- Referral into a specialist service for **counselling and other mental health support**
- Finding out what is available in the local community to help **combat isolation and loneliness**
- **Finding a support group** for a specific condition/health need
- Resolving **practical issues** around accessing food, fuel, prescriptions

To speak to your Social Prescribing Link Worker please ask a member of your GP practice or your health care professional to make a referral.





Injured or unwell? Use the right service



<p>Self-care</p> <ul style="list-style-type: none"> • Grazed knees • Sore throat • Coughs & colds <p>Visit nhs.uk for self-care advice</p>	<p>Pharmacy</p> <ul style="list-style-type: none"> • Headaches • Upset stomach • Aches & pains • Bites & stings 	<p>111 NHS 111</p> <p>Visit 111.nhs.uk or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p>GP</p> <p>Call your GP for symptoms that won't go away</p>	<p>Minor Injury Unit</p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> • sprains • fractures • burns 	<p>999</p> <p>A&E</p> <ul style="list-style-type: none"> • Unconscious • Breathing difficulties • Stroke • Heart attack • Heavy bleeding • Severe burns
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#ChooseWell

Marine Lake & Estuary Medical Practice

The Concourse, Grange Road, West Kirby, Wirral CH48 4HZ

Telephone: 0151 625 9171