

# Marine Lake Medical Practice Newsletter

2025 - MARCH ISSUE



**WELCOME TO OUR FIRST ISSUE!**

***Thank you for choosing to read The Quarterly Marine Lake Medical Practice Newsletter. I'm Ethan, I work in Administration and write the newsletter; we started the newsletter to engage with our patients more and provide information about our practice. You can expect to read about what our staff do, what our processes are as well as how you can help to improve your experience with us. We hope you enjoy this issue!***

## **SELF-BOOK LINK**

Please be aware that if we are regularly monitoring you for either medication or Long-term health conditions, you may receive an invite for self-booking an appointment. A self-book link only lasts for 7 days, then it expires and no longer works, so don't forget to use the link within the first 7 days it has been sent. If the link has already expired, then contact us to arrange the appointment. Please be aware it is best to deal with clinical queries with a clinician or submitting an e-consult, not via our practice email.

## **NEED TO CONTACT THE SURGERY?**

Our surgery telephone number is 0151 625 9171. The Wirral GP Out of Hours service covers your medical needs when we are closed, this is the NHS 111 number. Our practice email is [cmicb-wi.marinelakemedicalpractice@nhs.net](mailto:cmicb-wi.marinelakemedicalpractice@nhs.net). There are also walk-in centres when we are not available which provide assessment, treatment and advice for minor injuries and illnesses.



## **WHATS NEW?**

We have recently been trialling a new queuing system at reception to improve our patient engagement. We have also been working on different ways to increase our engagement through reviews, QR codes and improving our online presence.

We have multiple clinics becoming available now during the Spring to our patients, one of them being your COVID Booster Spring Vaccination which will become available in April. We also recommend the RSV vaccination (Respiratory Syncytial Virus) which affects patients between 75-79 years old or if you are pregnant. To learn more about RSV, please visit the NHS website.

We have a Pneumococcal vaccination clinic available on the 10<sup>th</sup> of May, which will be a self-book clinic; contact us if you are interested. We have also added an extra catch-up Phlebotomy clinic for blood tests on Saturday the 19<sup>th</sup> of April, which we will be in contact with you to arrange.



# What is Patient Access?



We interviewed our Patient Access Team leader to explain what patient access is as well as to answer common questions and queries from our patients:

Hello, I'm Wayne, The Patient Access Team leader. I have an NVQ in Information, Advice and Guidance. I usually arrive to work at around 6:40am on a long workday and finish at around 7pm. I think that the most enjoyable aspect of my job is the patient interaction as I speak to a large number of patients every day and enjoy the conversations I have with each different person.

There are currently 14 members of the Patient Access Team, and we have a new starter who will be joining us in April. I typically hire patient access staff members who have previously worked in a customer facing role. I also look for a person who is caring and can show empathy.

## **What is Patient Access?**

We are the patients first point of contact for the Practice and our main role is that we handle all incoming calls to the Practice between 8am to 6:30pm. We also cover the front desk as receptionists, we check in patients for their appointments and deal with enquiries as well as processing essential administration tasks, ensuring they reach the right departments. Patient Access Team also handle all incoming emails. We are also responsible for all care requests sent to us from the local care homes. This is a brief overview of what we do but I can honestly say if our patient population could see behind closed doors, it's a real eye opener of how busy we actually are.

## **How can patients co-operate with us?**

I think our patients already co-operate well with us. I understand that it can feel frustrating for patients when we ask questions that they may feel are unnecessary or too personal to discuss with a receptionist, but we are asked by the clinicians to gather this information for them so that they can assess the urgency of patient's medical needs. If patients could understand this, I believe it would quicken our process here at Marine Lake.



## RESEARCH – RECENT STUDIES

Our research team have been up to so much in the past year and are continuing to attain more studies and participants willing to take part in them in 2025. We have had lots of participants with our past studies and are still running studies now. One of our current studies is *Gedacne*, which is from Switzerland. This study looks at trialling a new gel in people with mild to moderate acne. We have 2 studies running for this trial one being 16 weeks and another being 54 weeks, and we are the first site nationally to recruit to this long-term study. Another study we are progressing now is the *LAKI*-Alzheimer's study, which trials a special type of monoclonal antibody called *remternetug* which targets Amyloid proteins in the brain and has been linked to people with dementia. It is for people with early-stage Alzheimer's and is taken differently to other immunotherapies as instead of an intravenous drip, it can be injected under the skin, providing a more practical approach than the previous drug, *donanemab*. Our practice actually has the first patient in the UK to receive a dose of the study drug.

Some of our past studies include *Snackitivity*; which increased physical activity in patients. It involved monitoring fitness using a Fitbit provided as well as a routine NHS health check. A phone app prompted patients to complete small amounts of exercise, with the aim to encourage them to move more throughout the day. Patients who participated got to keep the Fitbit afterwards as well. Another past study our research team ran was *Harmonie*, which looked at giving the RSV (Respiratory syncytial virus) immunisation to babies under 12 months of age. The vaccine is currently offered and available to pregnant women and people aged between 75-79 years old and has now been recommended to be added to the National Vaccination programme by the JCVI (Joint committee for vaccinations and immunisations). We won the NIHR collaboration of the year award for this with Arrowse Park Hospital. We also have future studies becoming available which will be introduced over the next coming months.



# Retirement

## Dr. Forsdyke and Dr. White's Journey together

Two of our greatest GP's are retiring this year, Dr. Patricia White and Deborah Forsdyke who have worked with us and consulted patients for over 30 years! Here's an interview with these inspirational women, expressing a glimpse of their GP journey from start to finish.

### Q: How did you two both meet?

**A:** We met on the first day of Liverpool University at 18 in the October of 1983. We lived in the same Uni halls and have been best friends ever since. We then went on to work as house officers in 1988 at Arrowe park

### Q: How did you end up working at Marine Lake?

**A:** We both did GP training in West Kirby, Liverpool and the Wirral. Applied for partnership in West Kirby as a job share in 1993, at the time Job Sharing was a novel concept. We were also promised a new health centre in 1992 during our interviews, we got there eventually!

### Q: What made you become a GP?

**A:** I've always wanted to be a generalist or a family doctor, be able to work with the community and be part of a great team.

### Q: What's your plan after retirement?

**A:** *(Dr. White)* When I retire, I plan to spend more time with my family especially my new granddaughter. I want to travel more in our campervan. The day after retiring I'm off to Sri Lanka on a cycling trip with my husband. Can't wait!

*(Dr. Forsdyke)* I am looking forward to travelling more and will be visiting my daughter in Australia and Granddaughter in Wales.

### Q: What do you most enjoy about your job?

**A:** We still enjoy being part of a team trying to maintain high-quality care for patients in West Kirby. We enjoy working with lots of hard-working motivated doctors, nurses and non-clinical colleagues. It's truly been a privilege to have a long career as a GP in West Kirby and we still enjoy it.

### Q: Is your current position the same as when you started?

**A:** *(Dr. White)* The role of a GP has changed immeasurably over the last 30 years, patients are living longer with multiple chronic illnesses and on numerous medications, which means the consultations are usually more complex and can take much longer. The amount of paperwork and administration has increased astronomically. Sadly, continuity of care has been eroded due to the demands of maintaining accessibility.

*(Dr. Forsdyke)* The job has definitely changed over the years with increasing complexity due to advances in medicine which brings challenges and rewards which have been interesting, difficult at times, but it makes the job more enjoyable.

### Q: What's a good memory you both have of working together?

**A:** *(Dr. White)* Moving to a new building is a fantastic recent memory. I worked in a room with no windows for almost 30 years. We have shared so many memories over the years. We have supported each other through good times and tough times as GPs.

*(Dr. Forsdyke)* I have enjoyed working at the practice over the years with a great team of clinical and non-clinical colleagues who offer high quality general practice in increasingly challenging times, and we really will miss them.

### Q: What is your job role and what do you specialise in?

**A:** *(Dr. White)* I still consider myself a generalist with an interesting education, I've been a trainer for over 20 years and a foundation supervisor. Along with Sue Wells, I was able to re-establish the practice as a training practice.

*(Dr. Forsdyke)* Over this time, I have enjoyed different roles including being a GP trainer, running the drug misuse clinic, minor surgery clinics and executive partner involved with running the practice, as well as being a family GP

***“Marine lake medical centre treats me with compassion and utmost care.***

***I couldn't fault them and felt my problems were important to them.***

***I was looked after so well.***

***Thank you, Marine Lake staff “***

### ***PLEASE LEAVE US A REVIEW!***

We appreciate your feedback and strive to deliver an exceptional experience. If you think we've done a good job recently, let us know by sharing your experiences with us, we would love to hear from you as your feedback helps us improve. If you have the time, please consider leaving us a review on google. Please use the QR code to do so.



## **Patient Participation Group PPG**

The Practice has a Patient Participation Group. We would like to hear from those patients who are interested in being part of the group. The group has a Chairperson, Lottie Shaw, and other members are welcome to help Lottie organise the group. The group aims to ensure that the voice of patients is heard and helps to improve our practice.

Meetings take place at the Practice usually from 4pm onwards lasting no longer than 90 minutes. We will also be creating a virtual group that can be canvassed online or even meet online. There is a core group of people who share any tasks that may arise, but anyone can come and join in discussions or raise a concern. You can contact the PPG direct by email at [marinelakeppg22@gmail.com](mailto:marinelakeppg22@gmail.com).

### **What is a Patient Participation Group (PPG)?**

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

### **Purpose of a PPG:**

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to action plans and help monitor improvements.
- To contribute feedback to the Practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education.

# TELEPHONY STATISTICS FROM DECEMBER 2024 TO FEBRUARY 2025

Call volumes per month			December		Calls answered by each team			
7983	9173	7980	January		Enquiries	94.6%		
			February			95.2%		
						94.3%		
<p>In November 2024 we moved to our new telephone supplier, Surgery Connect. This should help us to improve our telephone access, which was something brought up in our Patient Satisfaction Survey last October. These Telephony statistics are recorded for each month, with these being between December 2024 to February 2025. We aim to show our patients the volume of calls we receive to demonstrate our constant flow of patient calls. Our data shows that the busiest time for calls between our quarter is between 14:00pm to 15:00pm, with calls decreasing from that timeframe onwards. We do advise to call as soon as signs of a Medical/ Clinical problem starts to occur, whether it be for yourself</p>							Prescriptions	91.6%
								93.8%
								92.8%
							Referrals	96.3%
								72.6%
								90.4%
							Private Work	90.2%
								83.8%
								85.4%

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**Marine Place AGE UK Café**

Marine Place is run solely by Age UK Wirral and is open to the public as well as visiting patients. Their menu offers sandwiches and light bites as well as a wide range of hot and cold beverages and a variety of cakes and snacks. Marine Place also provides clubs and activities to get the community to engage together with clubs like the local Chatty Café Mondays, Woolly Wednesdays (Knitting Club) and Digital Drop-in where their tech team can help with any Digital Query.

## CHECK OUT OUR NEXT ISSUE

Thank you for reading our first Newsletter, we hope you found it interesting. In our next quarterly issue that comes out in June, look forward to learning what exactly Medication Monitoring is, how our Triage System works and a “Meet Your Doctor” section, where you could learn more about your GP!