The Marine Lake Messenger

Autumn Edition

We're making it easier for you to manage your healthcare online!

Based on the valuable feedback we've received from patients, on October 7th, 2025, we switched to a new online consultation system called Blinx PACO GP, which will replace our current tool, eConsult.

What you can do with Blinx PACO GP:

Request appointments and submit admin queries by completing a relevant health form, access self-referral options and health advice, submit blood pressure readings at the GP's request (coming soon!), book certain appointments directly (HRT reviews, chronic disease reviews, blood tests, injections).

We'll continue adding new features over time to improve your experience.

In the three months between July and September 2025, we had ...

- ***94.71%*** *of patients rated the practice as* ***Good/Very Good*** *in the Friends and Family test*
- ***96%*** *of call backs requested were successful*
- *The Enquiries line handled* ***6230*** *calls in September*
- ***83%*** *of calls were answered in less than 5 minutes*
- ***40.1%*** *of calls were answered in less than 1 minute*
- *The average volume of calls to Enquiries each month is* ***9135*** *calls*

How to Access the New System:

- Visit our website and click on the Blinx logo
- No need to create an account or remember a password
- Simply enter your date of birth and NHS number
- You can find your NHS number here **https://www.nhs.uk/nhs-services/online-services/find-nhs-number/**

You'll then receive a link and verification passcode via email or SMS. Click the link or enter the passcode to continue your request. Please make sure your contact details are up to date so we can send your access code to the correct email or phone number. If you do not have access to a mobile phone or email, then simply call the practice and the team will take your symptoms/details over the phone.

What's Changing for You?

- Easier Login No account needed – just your NHS number and date of birth.
- Smarter Forms = You'll complete simple health forms to help us handle your request quickly and accurately.
- New Communication Channels = We'll start sending messages via Blinx PACO:
- Emails from no-reply@blinxhealth.com **(Add this to your Safe Senders list)**

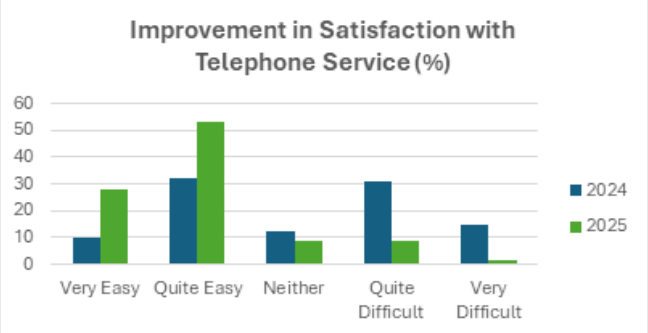
We will continue to use the Accurx system for text messaging. Your health and convenience are our top priorities, and we are confident that these changes will greatly enhance your experience with Marine Lake Medical Practice.

Marine Lake Medical Practice Annual Patient Satisfaction Survey

During a three-week period in August and September we ran our annual Patient Satisfaction Survey. This was a great success, and 645 patients responded either by completing a paper questionnaire in Reception or by accessing the survey via a mobile text link following their appointment.

Key headlines this year are:

There has been a very significant increase in levels of satisfaction with access to the Practice by telephone. 81% of patients who have used the new service are now satisfied with this aspect of the service, compared to only 40% last year. The following graph shows this in more detail:



After customer service training arranged following patient feedback last year, 88% of patients are now Very Satisfied (55%) or Quite Satisfied (33%) with the service provided by the reception team over the phone and 84% of patients who had used the service at the reception desk in the last 12 months were satisfied. Patients were asked 'Overall, how was your experience of our service' and 88% of patients stated they felt their experience had been Very Good (67%) or Quite Good (21%).

75% of patients felt that the wait for their appointment was 'About Right' for their needs. This is in line with the national average of 67% from this year's national GP Patient Survey which is run on behalf of NHS England. Some patients felt it would be beneficial for it to be easier to see the same health professional for continuity.

There were high levels of patient satisfaction with consultations over the past 12 months with 83% of patients being Very Satisfied (49%) or Quite Satisfied (34%) with this area of the service. Patients stated that they felt listened to, not rushed, that discussions felt open, and they were well supported by the health professionals they saw. When patients were asked if they were treated with care and respect at their last consultation, 90% stated 'Yes, very' and 77% of patients felt that their needs were 'definitely met' at this consultation.

85% of patients stated that they would recommend the Practice. Many of them provided information to support their answer and the three key themes identified were the quality and efficiency of the service delivered, comments related to the helpfulness of the staff and the quality of the medical care provided. Patients stated how important continuity of care was to them

What Next?

The following themes were raised by patients as areas of the service which might be improved:

- Being able to see the same health professional about the same issue more easily for improved continuity of care
- A shorter wait for certain types of appointments
- Longer appointments to discuss multiple issues
- Ensuring that patients know the next step when they have contacted the Practice about an issue

The practice will be looking into these issues over the next coming months.

Thank you to all patients who took the time to respond to this survey. We are grateful for your time and your support. The outcomes of the survey have been shared with the entire staff team and are used to help improve the quality of the service that we provide to you.

REDUCING MEDICINES WASTE

Reducing medicine waste is important because it protects the environment, saves money, and promotes safer healthcare. When unused or expired medicines are thrown away or flushed, they can pollute water and soil, harming wildlife. Wasted medicines also cost patients and healthcare systems money and can lead to shortages. Keeping medicine waste low ensures that drugs are used responsibly, prevents misuse or accidental poisoning, and supports a more sustainable, efficient healthcare system. Please follow the link to learn more ... Reducing medicines waste - only order what you need - NHS Cheshire and Merseyside .

THE NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by website. You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS App.

What can you do with the NHS App?

You need to prove who you are to get full access to the NHS App. With full access you can:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Book and manage COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you

Before proving who, you are, you can use the NHS App to:

- Search trusted NHS information and advice on hundreds of conditions and treatments
- Find NHS services near you

Other services

Depending on your GP surgery or hospital, you may be able to use the NHS App to:

- Message your GP surgery or a health professional online
- Contact your GP surgery using an online form and get a reply
- Access health services on behalf of someone you care for
- View and manage your hospital and other healthcare appointments
- View useful links your doctor or health professional has shared with you
- View and manage care plans
- Keeping your data secure

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code

We asked one of our pharmacists, Joanna Salisbury about their role as a pharmacist in a GP surgery. Here's what she has to say:

What is your role and what do you do?

I'm the pharmacist here at the practice, and my role is to provide medication-related advice and support to both our patients and the practice team.

What's the difference between your role at the practice and staff in a pharmacy?

A community pharmacist works in high street pharmacies, dispensing medicines, offering health advice, and providing services like vaccinations, blood pressure monitoring and minor ailment treatment. As a practice pharmacist, being based in the GP surgery, I have access to patients' full medical records and works closely with the healthcare team to manage long-term conditions, review medications, and optimise prescribing.

Why are medication reviews so important?

Medication reviews are important because they help ensure patients are taking the right medicines safely and effectively. They can identify and prevent side effects, interactions, or unnecessary medications, especially for those with long-term conditions. Reviews also support better understanding and adherence, improving overall health outcomes.

What/Why would a patient come to see you?

A patient may see me for a medication review, help with managing a long-term condition, advice on side effects, or to adjust their treatment. I can also support with starting new medicines or stopping ones that are no longer needed.

How did you end up being a pharmacist here?

I worked in community pharmacy for 12 years before deciding to pursue a more clinical role in primary care. I made the move four years ago and haven't looked back since.

Have you always been a pharmacist, do you have any experience elsewhere?

Yes, I've always been a pharmacist—I studied pharmacy at the University of Bath straight after sixth form. In fact, I completed my very first work experience right here in West Kirby at the original Welsh's Pharmacy when it was owned by Mr. Welsh.

What do you enjoy about your role as a pharmacist?

I enjoy helping patients get the most from their medicines and seeing the positive impact it has on their health. I also value working as part of a healthcare team, solving problems, and continuously learning to improve patient care.

We recently hosted a staff coffee morning to raise money for Macmillan. We are proud to say that we raised **£253.18!** Macmillan will do whatever it takes for the 3.5 million people living with cancer in the UK right now. The number of people being diagnosed with cancer is rising and more people are surviving cancer than ever before, so we need to act now to prevent a crisis in cancer care. Macmillan works with partners to provide services for people living with cancer at every stage of their cancer experience including the Macmillan Support Line, money advisers, award-winning cancer booklets, the online community and Macmillan nurses, GPs and support workers.

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 cmicbwi.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. We appreciate your feedback and strive to deliver an exceptional experience.

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.

COMING UP !

Thank you for taking the time to read our newsletter.
We hope you found it informative and engaging. If you have any feedback, recommendations, or requests for future editions, please contact our IT team at **cmicb-wi.mlmpdataanditteam@nhs.net**.

In our next edition, we will be exploring the roles and responsibilities of another member of our clinical staff, highlighting upcoming events and clinics, and sharing further data and insights into the work taking place within your practice.