

MARINE LAKE MESSENGER

ISSUE NO.4

WHAT'S NEW?



Cheshire and Merseyside research are now on Facebook and Youtube! You'll soon find short videos covering easy-to-understand explanations of what research means, learn about healthcare teams involved in research and updates on studies taking place in your community and more!

Whether you're curious about research, thinking of taking part, or already involved, we're here to show how small steps in primary care can lead to big improvements in health for everyone.

"A place to discover opportunities in studies/trials for residents of Cheshire and Merseyside. Hosted and presented by trusted NHS sites, the National institute for Health and Care Research and Commercial research delivery centre"

In the three months between October and December:

- **97%** of callbacks requested were successful

- The Enquiries line handled **5,712** calls in January



- **80.4%** of calls were answered in less than five minutes

- **36.1%** of calls were answered in less than 1 minute



- The average volume of calls to Enquiries each month is **9,335**

- **93.8%** of patients rated the practice as Good/Very Good in the Friends and Family test



- **815** appointments were missed, which equates to **3%** of appointments lost

NEED TO CONTACT US?

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.

LET US KNOW YOUR VIEWS?

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.



BLINX – OUR NEW ONLINE PLATFORM

Blinx Healthcare is combining innovative technology with strategic partnerships to deliver PACO; the single, scalable platform unifying patient-centred care across neighbourhoods through shared records and seamless integration.

What can you do with BLINX?

Request appointments and submit administrative queries by completing a relevant health form, access self-referral options and health advice, book certain appointments directly (HRT reviews, chronic disease reviews, blood tests, injections). We'll continue adding new features over time to improve your experience.

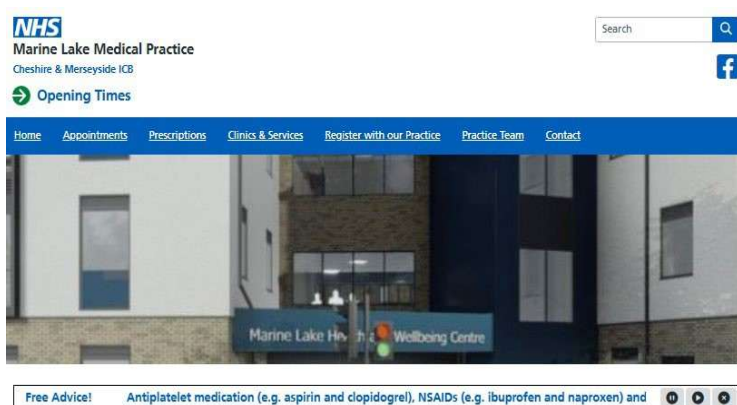
How to Access the New System:

- 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/findnhs-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.

Your health and quality of our service we provide, are our top priorities, and we are confident that these changes will really enhance your experience with Marine Lake Medical Practice.

Our 2024 patient survey demonstrated many patients were dissatisfied with our previous online system, E-Consult. Patients found the process too lengthy and repetitive. We hope that by moving to Blinx this will provide a faster, more efficient service which you will find easier to use. We are already receiving some positive feedback about this change from patients who have left reviews on our website.



Blinx opening hours

Monday – Friday 07:30 – 18:30

We operate a total triage system. This means patients' medical needs are assessed and then allocated accordingly with an appointment to match this. This works well for both urgent and routine appointments. Our Blinx template allows patients to state if they would prefer to see a specific GP and we aim to have enough appointments to accommodate this. We have changed the appointment book structure recently following feedback from our patients. In the past, the Urgent morning appointments were allocated to two GPs only; now they are spread out meaning more routine availability with each GP. This enables more patients to see the GP they prefer but still maintains the same number of urgent GP appointments every morning.

TRIAGE: What is Care Navigation?

The care navigation team triage all requests that come into the practice, using our multidisciplinary team to ensure patients are seen by the most appropriate clinician for their issue. The team includes multiple triage trained GP's and administrative staff who work together to review the needs of our patients and ensure they receive the care they need within a clinically safe timeframe.

The Care Navigation team curate the Blinx forms to ensure a smooth patient journey. The questions asked are all used to triage each issue safely, aiming to get requests assessed without any further input required from patients. The data gathered allows the team to determine if an urgent on the day appointment is needed, a routine appointment or alternative service such as community ophthalmology. We strive for continuity of care where possible and this can be requested in any Blinx form. These also allow for images of ailments to be sent to the practice to be reviewed by the GP and triaged. With the potential to be closed remotely we can allow patients to go about their day and receive care without having to attend the surgery. By utilising a multidisciplinary team (Advanced Nurse Practitioners , Physician Associates/assistance, Clinical pharmacist's and Specialist nurses) patients have access to a wider range of appointments allowing faster wait times for reviews.

If patients are unable to complete an online Blinx form, there is the option to call the surgery, and a member of our patient access team will take the information for you, or you can complete a paper Blinx form at our reception desk. These forms have also been designed so the Care Navigation team can triage your request as accurately as possible. They file to our triage list in the same way the online forms do, so every request goes onto the list at the time they are submitted - there is no delay between online, phone call or paper forms.

All forms are triaged in the same way so the most appropriate care can be advised. This can look like a referral to a more appropriate/alternative service such as community pharmacy, community ophthalmology, physiotherapy, social prescriber, A&E, a minor injury or walk in centre. These are all specialised areas of care that do not always require a GP. Directing patients to the best place of care for their issue, allows them fast specific help from qualified clinicians and allows best use of GP appointment time for our patients.

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 via the NHS App website.

[NHS App - NHS](#)

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. Also, notifications should be turned on for the App so you can receive the latest updates regarding your health. Please also ensure your contact details are up to date.

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
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What can you do with the NHS App?

You need to prove who you are (photo of ID, registration details) 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

You can also use the NHS App to:

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

RESEARCH

MLMP have just won a bid to host one of 14 of the first Primary Care Commercial Delivery Research Centres in UK. This will increase research opportunities for patients across the whole of Cheshire and Merseyside. This is a very proud achievement and Dr James Perry will lead this 'superhub' with the other two being in Liverpool and Sandbach. Here's some news on our current studies:

AFLOAT

This is an interventional study that assesses antibiotic use in lower respiratory tract infections in patients over the age of 65. People that fit this age criteria and who present with uncomplicated lower respiratory tract infections, will be randomised to have either an antibiotic (Doxycycline) or a placebo for 5 days. You may be selected via the triage system to be booked into a set appointment to discuss this in further detail. It is an important study as the overuse of antibiotics can sometimes cause more harm than good. We have currently recruited 2 participants and are looking for 5 more. The study will close next May

Clear

This study aims to increase the uptake of invitations to attend for a smear test to 80%. We are offering the LLP (left lateral position) as an alternative position which may be more comfortable for some people. Note, patients will be asked to complete a short survey to be interviewed for their feedback. We received 16 responses in July and will continue to text patients who have smear tests booked.

MARINE LAKE MEDICAL PRACTICE

**“Compassionate care, Empowered teams,
Healthier communities”**

PRACTICE VISION, MISSION AND VALUES

Following our Practice Development meeting last year (where we discussed the Future development and progression of the Practice), we were able to get all our staff involved in creating our Practice Vision, Practice Mission statement and our Core Values.

VISION

“To deliver exceptional, compassionate and innovative care at the heart of our community”

MISSION

“Our mission is to deliver safe, compassionate and high-quality healthcare through an empowered and collaborative team. We provide accessible and innovative services that respond to the needs of our community, supporting every patient on their journey to better health and wellbeing”

VALUES

Compassionate and caring

Responsive

Innovative

Safe

Professional



This word cloud displays which words were used by staff to explain what they believed our core values as a practice are.

PRACTICE PARTICIPATION GROUP

Join Our Patient Participation Group! All registered patients are welcome to apply.

As a PPG member, you can join in our meetings with other people that understand your need for health support. The PPG is involved in work such as the annual patient survey, patient engagement and service feedback and planning.

Interested? Please send the PPG an email at the address below and a member of the team will be in touch

Email the Patient Participation Group

marinelakeppg22@gmail.com

Website

[Patient Participation Group « Marine Lake Medical Practice](#)



**Marine Lake
Medical Practice PPG**