

MARINE LAKE MESSENGER

ISSUE NO.5

WHATS NEW?



PATIENT SATISFACTION SURVEY

We are pleased to launch our third annual Patient Satisfaction Survey, and we would really value your feedback.

In each of the past two years we have had responses from approximately 650 patients. Your feedback is incredibly important to us and helps us understand what we are doing well, where we can improve and how we can continue to develop the service we provide.

This year's survey includes questions from previous years so that we can monitor whether the changes we have made are improving your experience. We have also included new questions about fresh ideas we are currently exploring, and we would like to hear what you think.

If you receive a link asking you to complete the survey, please take a few minutes to share your views. Alternatively, you can pop into the surgery and complete a paper questionnaire. We will share the outcomes with you in the Autumn.

Please help us to improve your care by taking part – we are grateful for your time and feedback.

From July, this quarter:

- **99%** of callbacks requested were successful
- The Enquiries line handled **4721** calls in July
- **77.4%** of calls were answered in less than five minutes
- **32.5%** of calls were answered in less than 1 minute
- The average volume of calls to Enquiries each month is **5171**
- **89%** of patients rated the practice as Good/Very Good in the Friends and Family test
- **4%** of appointments were missed this July, which is around **1085** appointments

MEDICINE WASTE REDUCTION AND EFFICIENCY

Help us reduce medicines waste – only order what you need

Did you know that many medicines are wasted each year in Cheshire and Merseyside? We need your help to tackle this. By only ordering what you need, you can help **yourself, your community, and the environment**.

- **Stay Well & Safe:** Ordering only what you need helps prevent stockpiling. Unused medicines can expire and may not work as intended, and keeping a stockpile at home increases risks for you, your children, and pets. Remember, medicines are prescribed for you and should never be shared.
- **Stay Green:** Medicines account for around 25% of the NHS carbon footprint in England. Once a medicine leaves the pharmacy, it cannot be used by anyone else. By reducing waste, you are helping to prevent pollution in our rivers, seas, and soil.
- **Stay Organised:** Before ordering your repeat prescription, please check what you already have at home. Only request the items you need this time. If you are going into hospital, take your current medicines with you to help staff provide seamless care and avoid unnecessary duplicate prescriptions.

What you can do:

1. **Check before you order:** Review your current medicines at home before requesting your repeat prescription.
2. **Check your bag:** Before leaving the pharmacy, make sure you have only what you need.
3. **Dispose of medicines safely:** Return any unused or out-of-date medicines and used inhalers to your pharmacy for safe disposal.
4. **Attend your medication reviews.**

Thank you for helping your community reduce medicine waste. For more information, please visit: [Reducing medicines waste - only order what you need - NHS Cheshire and Merseyside](#)

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](#)



TWO MINUTES OF CHAT AND AN EARLY SCREENING

With people having an average of 27 conversations every day. It's time to start making the conversation about early detection and diagnosis of cancer one of those! By raising awareness and knowledge of early detection or diagnosis for bowel, breast and cervical cancer:

- **Cervical screening:** Previously called a smear test, cervical screening checks the health of your cervix - the opening of your womb
- **Breast cancer screening:** Breast screening is an X-ray of the breasts, a routine check to spot early signs of breast cancer that are too small to see or feel
- **Bowel cancer screening:** A test (called a FIT kit) looks for hidden blood in your poo meaning it could help spot cancer before symptoms even show



FRIENDS AND FAMILY TEST

The Friends and Family Test is a quick, anonymous way for patients to rate their recent care experience. During Q4 2025/26, we received **2,632 responses**, with **93.1%** of patients rating their experience as Good or Very Good. Patients particularly praised the kindness, professionalism, efficiency and clinical expertise of our staff. Nursing and clinical teams were recognised for listening, explaining care clearly and helping patients feel reassured. Administrative and Reception staff were also praised for assisting with queries and appointments by telephone and at reception.

The practice has consistently scored **above 90%** over the past 12 months. Many patients felt no improvements were needed, with comments such as “Keep doing what you’re doing” and “excellent service.” Suggestions included keeping patients informed about waiting times, appointment availability, test results and follow-up, as well as maintaining a welcoming reception environment.

We will review the feedback and act where appropriate. Thank you to everyone who shared their experience—your feedback helps us recognise what works well and identify areas for continued improvement.

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.

FLU AND COVID VACCINATION APPOINTMENT MESSAGE

You may have received a message about booking your Flu and COVID vaccinations at the practice. We are offering combined Flu and COVID vaccination appointments, as well as Flu vaccination appointments on their own. If you are eligible for both the Flu and COVID vaccinations, you will be offered both vaccines at the same appointment, so there is no need to book separate appointments. Clinics will start from the first week of October, and appointments are already available to book. We still have plenty of appointments available, but these clinics can fill up quickly. Please contact the practice as soon as possible to check your eligibility and book your appointment.

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.

WEIGHT LOSS MEDICATION RESEARCH STUDIES

“Are you interested in taking part in Weight Loss Medication Clinical Studies? Your local NHS GP Practice can provide you with opportunities. At Marine Lake, we have a range of different studies to take part in, some of which focus on specific disease areas such as:

- Chronic obstructive pulmonary disease (COPD)
- Cardiovascular Chronic diseases
- Diabetes
- Chronic kidney disease

To register your interest, please contact our research team for any research queries. They will be in contact to discuss this with you:

EMAIL: cmicb-wi.researchmlmp@nhs.net

NIHR

Commercial Research
Delivery Centre in
Primary Care



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.



MARINE LAKE MEDICAL PRACTICE

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