

IN THE KNOW

PCN NEWSLETTER



WELCOME TO DR ANUGOM

Our New GP Joining West Knowsley PCN

We're delighted to welcome Dr Gene-Genald Anugom, who joins West Knowsley Primary Care Network (PCN) as a new GP in May 2025. Dr Anugom brings valuable expertise, fresh insight, and a strong passion for patient care to the network.

Having recently completed his General Practice training in Chester, he will work across all PCN practices, further strengthening GP services and improving patient access to high-quality, personalised care. His role is part of the ongoing effort

to improve healthcare services in the area, especially at a time when the demand for primary care is increasing.

In this role, Dr Anugom's time will be fairly shared across the PCN, allowing him to work closely with all practices. His time will be allocated to ensure patients across West Knowsley benefit from his skills and dedication, and that services improve for everyone. This appointment is an exciting step forward in improving GP access and supporting patient care.

Dr Anugom's experience will be invaluable in helping us deliver high-quality care to our patients and support our practices. We are confident that Dr Anugom will make a positive impact, and we are looking forward to the difference his role will make in enhancing the care available across the network. His dedication to patient well-being will undoubtedly benefit all who access our services. Please join us in giving him a very warm welcome to the West Knowsley PCN family!

What is a Primary Care Network?

A Primary Care Network (PCN) is a group of local GP practices working together to deliver enhanced healthcare services to their community. The West Knowsley PCN includes Aston Healthcare, Colby Medical Centre, Cornerways Medical Centre, The

Health Centre Surgery, Hillside House Surgery, Primrose Medical Practice, and Roseheath Surgery. By collaborating, these practices can provide better care, share resources, and offer a wider range of services to patients. West Knowsley PCN focuses on

Improving access to healthcare, supporting patients with long-term conditions, and providing services closer to home. Through shared initiatives and collaborative efforts, the PCN aims to make healthcare more accessible and tailored to local needs.

TEAM PROFILE

Name: Brittany O'Mahony
Role: Social Prescribing Link Worker & Community Partnership Lead at Care Merseyside



What does your role involve? *"As a Social Prescribing Link Worker and Community Partnership Lead, I support patients with non-clinical needs - anything from loneliness and mental wellbeing to housing and welfare advice. In my partnership role, I build relationships with local organisations to strengthen our community offer and work collaboratively on a range of projects that will benefit our service users."*

What do you enjoy most about your job? *"Witnessing first hand the positive impact that social prescribing can have on people. It makes me extremely proud to see people step outside of their comfort zone and try something new. Whether it be joining a new group, accessing therapy, trying a new activity - Just taking that first step can be life changing for many and I love to see peoples progress over time. "*

Can you share a highlight from your time at Care Merseyside? *"One standout moment was helping a client who'd been isolated for a long time join a local exercise group. 3 years on, she has made so many new friends and they all now take part in lots of other activities together such as drumming, meeting up regularly outside of the sessions. This for me is what its all about - connection."*

What's one thing people might not know about social prescribing? *"Social prescribing isn't just about signposting — it's about listening, building trust, and working with people at their own pace. It's a personalised and holistic approach to health."*

What's your favourite local community initiative or project right now? *"There's so many! The one sticks out for me is the 'Laugh for Life' stand up comedy course, where people can learn how to write a stand up comedy piece, then perform at Hot Water Comedy Club. We've ran 3 rounds of this project so far with over 20 patients getting up on stage to perform. We have also just received funding to take a group to perform at Edinburgh Fringe Festival later this year! Amazing stuff that shows just how far social prescribing can go."*

If you could describe your job in three words, what would they be?
"Empowering, Inclusive & Rewarding"



Care Merseyside team members with Founder Dr. Faisal Maassarani and CEO Cathy Connolly

Care Merseyside: Empowering Health Through Social Prescribing

Care Merseyside, a local charity founded in 2009 by Knowsley GP Dr. Faisal Maassarani, collaborates closely with the West Knowsley Primary Care Network (PCN) to offer comprehensive social prescribing services. This partnership enables patients to access a wide range of community-based activities and support, addressing social, emotional, and practical needs that impact overall well-being.

What is Social Prescribing?

Social prescribing connects individuals to non-clinical services that can improve their health and quality of life. Instead of solely relying on medication, patients are referred to activities such as walking groups, creative writing workshops, debt advice, and more. This holistic approach empowers individuals to take control of their health by engaging in community-based support tailored to their unique needs.

Find out more by clicking the button below:



How Can You Access These Services?

Patients within the West Knowsley area can access social prescribing services through Care Merseyside by:

- GP Referrals: Your GP can refer you to Care Merseyside for support.
- Self-Referral: You can self-refer by visiting the Care Merseyside website and completing the online form. Alternatively, you can email info@caremerseyside.org.uk to arrange an informal and confidential chat with one of their care navigators.



SUPER PPG: Bringing Patients Together

At the heart of Primary Care Networks (PCNs) is a commitment to collaborative working, not just between healthcare professionals, but with our communities too. One of the key ways we're making this happen is through our Super Patient Participation Group (PPG) Meetings, which take place every two months. These bi-monthly sessions bring together PPG representatives from each of our PCN practices, offering a valuable opportunity for patients and practice staff to work collectively, share learning, and support continuous improvement in local healthcare.



healthwatch
Knowsley

You can also share your feedback about GP practices directly with Healthwatch Knowsley. Visit www.healthwatchknowsley.co.uk (or click the button above) to tell them about your experience and help drive positive change in local health services.

Your voice matters - make it count!

HOW TO JOIN

-  **Aston Healthcare**
Tel: 0151 902 0291
Email: aston.healthcare@nhs.net
-  **Colby Medical Centre**
Tel: 0151 244 3290
Email: colby.medicalcentre@nhs.net
-  **Cornerways Medical Practice**
Tel: 0151 902 0020
Email: cornerways.mc@nhs.net
-  **The Health Centre Surgery**
Tel: 0151 486 3780
Email: gp.n83013@nhs.net
-  **Hillside Surgery**
Tel: 0151 489 4539
Email: gpn83621@nhs.net
-  **Primrose Medical Practice**
Tel: 0151 480 4205
Email: knccg.primrosesurgery@nhs.net
-  **Roseheath Surgery**
Tel: 0151 902 0025
Email: gp.n83031@nhs.net

The Super PPG is supported and managed by Healthwatch Knowsley and West Knowsley PCN, working together to ensure that patient voices are heard, respected, and acted upon. The Super PPG serves as a vital platform for collaboration and shared learning across the Primary Care Network. It brings together PPG members from each GP practice to:

- **Share best practice across different GP practices**
- **Collaboratively explore new ideas that can benefit patients across the network**
- **Review and discuss PCN-wide initiatives and their outcomes**
- **Provide patient feedback on upcoming plans and services**

By uniting voices from across the PCN, the Super PPG ensures that patient experiences and insights help shape the future of local health services. It's a space where ideas are shared, concerns addressed, and opportunities for improvement explored collectively.

The group also helps strengthen relationships between practices and patients, fostering open communication and encouraging innovation that reflects real needs. It enables practices to learn from each other, whether that's about improving access, managing long-term conditions, or increasing engagement in public health campaigns.

GET INVOLVED: Join Your Practice's PPG

If you're interested in helping to shape the services at your local GP practice, consider joining your Practice Patient Participation Group (PPG). PPGs are made up of patients who work with practice staff to improve the patient experience and ensure services meet the needs of the community.

Faster Access with Callback

As part of our ongoing Capacity and Access Plan, West Knowsley PCN is pleased to announce the successful deployment of a new callback service across all member practices.

This important development is part of our wider commitment to improving patient access, reducing call wait times, and making it easier for patients to contact their GP surgery—particularly during busy periods.

The callback system allows patients to keep their place in the call queue without needing to stay on the line, offering greater convenience and a better overall experience. Instead of waiting on hold, patients can choose to receive an automated call back as soon as a member of the team becomes available.

This service is already helping to:

- Reduce frustration during peak times
- Prevent missed calls and lost appointments
- Support patients who may be unable to wait on the phone due to other commitments



Brian O'Connor, Digital Transformation Lead said:

"We're really pleased to introduce this system across all West Knowsley practices. It's a simple but effective change that helps us stay connected to our patients and respond more efficiently to their needs."

The callback service is one of several initiatives being rolled out as part of the PCN's ongoing work to enhance primary care services and ensure patients can access the right care, in the right place, at the right time.

COMMUNITY NEWS



Christmas Toy Appeal

A heartfelt thank you to all West Knowsley PCN practices, and to the incredibly generous staff and patients who donated to our Christmas Toy Appeal.

Delivered in partnership with Care Merseyside, this year's appeal collected more gifts than ever before, all of which were distributed to children within our own local community.

Your kindness and support helped bring joy to families in need over the festive season. Thank you for making a real difference.

West Knowsley PCN would like to extend a huge thank you to all practices for their continued support of the Knowsley Food Bank, delivered in partnership with the Trussell Trust.

Thanks to the ongoing generosity of our staff and patients, we've been able to provide vital supplies to individuals and families facing hardship in our local area. Thank you for standing with us to support our community.

