

○○ **WINTER 2024/25**

NEWSLETTER



Quick Insight: Who are Primary Care Knowsley

Primary Care Knowsley is a dedicated GP federation comprising of 4 GP Practices operating from 11 locations across Knowsley. Collectively, we provide primary care services to over 56,000 patients, representing approximately one-third of the Knowsley population.

Here are just a few of our patient services

Our services include:

Same Day Urgent Appointments, Well Man/Woman, Carer Health Check, NHS Health Check, Child Health, Weight Management, Phlebotomy Clinics, Mental Health Clinics, Cervical Screening, Child Immunisations, Patient Group Education, Social Prescribing.

How can I register as a Primary Care Knowsley Patient

Registering with Primary Care Knowsley is quick and easy! You can register in person at any of our practices, or by calling your nearest practice for assistance. If you prefer to use technology, the NHS app is a great option, allowing you to register on the go. However, the quickest and easiest way is to register online. It's simple to do! Just scan the QR code below to access our registration portal and get started today. We look forward to welcoming you as a patient!

NEW PATIENTS
Register Online Today

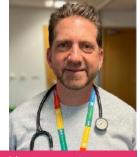


PCK Expands Services with Recruitment of New Phlebotomists

In a significant move to enhance patient care, Primary Care Knowsley (PCK) has announced the recruitment of five new phlebotomists. This investment will facilitate dedicated blood clinics across all

practices, making vital health services more accessible to residents throughout the region. The new phlebotomy clinics will enable patients to receive blood testing services at various convenient locations, including Halewood, Huyton, and Kirkby. This expansion addresses the increasing need for effective management of long-term conditions (LTCs) such as diabetes, chronic obstructive pulmonary disease (COPD), and hypertension, as well as the early diagnosis of cancer and other health issues.

The initiative empowers patients by providing timely access to essential services. "Regular blood tests are crucial for monitoring chronic conditions," said PCK Founder Partner, Dr. Maassarani. "By making these services more accessible, we hope to support our patients in taking proactive steps towards their health." Patients can utilise the phlebotomy clinics at any PCK location, ensuring convenient care without long travel distances. This aligns with PCK's commitment to quality healthcare that meets community needs.



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CLICK

HERE

Dr. Faisal Maassarani | PCK Founder Partner



Health Kiosks now available in 5 practice locations

In a significant move to bolster community health services, PCK has announced an investment to install five new health kiosks in practice waiting rooms across the federation. These innovative self-service kiosks will be placed in key locations, including the Manor Farm Primary Care Resource Centre, The Halewood Centre, Tower Hill Primary Care Resource Centre, The Bluebell Centre, and North Huyton Primary Care Resource Centre.

The kiosks are designed to provide patients with easy access to essential health checks without the need for an appointment. Patients can simply walk into their respective practices and use the kiosks to record their height, weight, blood pressure, and other vital health metrics. The collected information will be recorded as a digital consultation and seamlessly integrated into each patient's medical record.

In addition to self-service capabilities, the kiosks will be supported by members of the Patient Participation Group (PPG), who will be on hand to assist patients in using the technology. This collaborative approach ensures that even those who may be hesitant about using digital health tools can receive guidance and support.



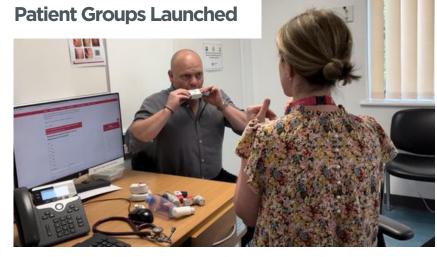
One of the primary benefits of these kiosks is the emphasis on monitoring blood pressure, often referred to as the "silent killer" due to its asymptomatic nature. Regular blood pressure checks can play a crucial role in early detection and management of hypertension, significantly reducing the risk of serious health complications such as heart disease, stroke, and kidney damage. By making blood pressure monitoring more accessible, PCK aims to empower patients to take charge of their health and foster a proactive approach to wellness.

The kiosks will not only facilitate routine checks but also encourage patients to engage with their health data actively. By having immediate access to their health information, patients can make informed decisions about their lifestyle choices and work collaboratively with their healthcare providers to achieve their health goals.

This investment reflects PCK's commitment to enhancing patient care and promoting healthier communities through innovative technology. The introduction of health kiosks is expected to improve patient engagement, streamline health monitoring, and ultimately contribute to better health outcomes across the federation.

For further information about the new health kiosks and how to use them, patients are encouraged to contact their local practice or visit the PCK website.

Exciting New Expert



At Primary Care Knowsley, we're excited to announce the launch of two new Expert Patient Groups aimed at improving care and support for patients with diabetes, asthma, and COPD. These groups will provide a valuable opportunity for patients to engage directly with our clinical experts, share their experiences, and help shape the way we deliver services.

Diabetes Expert Patient Group

Do you have diabetes? We invite you to join our Diabetes Expert Patient Group and help improve the care and support we offer to all diabetic patients in our practice. By joining this group, you'll not only have the opportunity to learn more about managing your diabetes but also play a vital role in enhancing our diabetes services.



Davina Morrell, our Specialist Diabetes Nurse, invites you to join the Primary Care Knowsley Expert Patient Group.



Doctors' appointments aren't always necessary

Respiratory Expert Patient Group (Asthma/COPD)

If you are living with Asthma or COPD, our Respiratory Expert Patient Group is a great opportunity for you to deepen your understanding of your condition, improve your care, and help us enhance the services we offer to respiratory patients.



Lisa Ascough, (Advanced Nurse Practitioner), extends an invitation to patients to take part in the Primary Care Knowsley Respiratory Expert Patient Group.





Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription.

Pharmacy First enables community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care can also direct patients to local pharmacies, that offer the service.





REGISTRATION IS SIMPLE

Register by scanning the QR Code / visiting the website of your local practice, or alternatively you can register in person with the surgery reception team.



CAMBERLEY MEDICAL CENTRE (0151 902 0296) Camberley Drive | Halewood | Liverpool | L25 9PS

GRESFORD MEDICAL CENTRE (015 Pilch Lane | Huyton | Liverpool | L14 0JE KNOWSLEY MEDICAL CENTRE (0151 902 0294)

Frederick Lunt Avenue | Knowsley | Liverpool | L34 OHF LEATHERS LANE SURGERY (0151 902 0295)

The Halewood Centre | Roseheath Drive Halewood | Liverpool | L26 9UH

MANOR FARM PCRC (0151 902 0291) Manor Farm Road | Huyton | Liverpool | L36 OUB WHISTON PCRC (0151

Old Colliery Road | Whiston | Liverpool | L35 3SX



cornerwaysmedicalcentre.nhs.uk

North Huyton PCRC (0151 902 0020) North Huyton Primary Care Centre Woolfall Heath Avenue | Huyton | Liverpool | L36 3TN The Blue Bell Centre | Blue Bell Lane | Huyton | L36 7XY



mazmedical.nhs.uk

TOWER HILL PCRC (0151 902 0010) Tower Hill Primary Care Resource Centre Ebony Way | Kirkby | Liverpool | L33 1XT ST CHADS CLINIC (0151 902 0010) St Chads Drive | Kirkby | Liverpool | L32 8RE



ROSEHEATH SURGERY (0151 902 0025) Roseheath Drive | Liverpool | L26 9UH

Local Housing Investment: As Knowsley welcomes new residents, Primary Care Knowsley is ready to provide seamless healthcare services

As the winter months approach, many families are making the exciting move into new homes across Knowsley, Halewood, Huyton, and Kirkby. With a flourishing housing market, there's a surge of new residents eager to settle in and embrace their communities. If you're one of those lucky new tenants, or home owners, don't forget that an important step in your relocation is registering with your new local GP!

Primary Care Knowsley (PCK) is proud to be a federation comprising 4 practices operating from 11 locations throughout Knowsley. Together, we provide essential primary care services to over 56,000 patients, representing about one-third of the local population. Our commitment to delivering highquality healthcare remains steadfast, especially as our communities continue to grow.

The housing landscape in Knowsley is vibrant and rapidly evolving. Recent investments have led to the development of new housing estates, enhancing the area's appeal for families and individuals alike. These developments not only provide new homes but also foster a sense of community that enriches the lives of all residents.

With this influx of new residents, PCK is ready to welcome you. We

Knowsley population.

Primary Care Knowsley (PCK) is a federation comprising 5

Practices operating from 11 locations across Knowsley. In total, the practices provide primary care services to over 56,000 patients which represents around one third of the

understand that moving can be a hectic time, but ensuring that your healthcare needs are met is vital for your well-being. Our practices have the capacity to take on new patients, making it easier for you to access the services you need.

By registering with a PCK practice, you'll gain access to a range of services designed to meet your healthcare needs. Our dedicated teams are committed to providing personalised care, ensuring you and your family have access to essential health services right here in your neighbourhood. As the colder months approach, don't wait to prioritise your health. Take the time to register with your new GP and ensure you have a trusted healthcare partner in your corner.

We're thrilled to see the growth and transformation in Knowsley, and we look forward to serving the new residents who will help shape our community. If you've recently moved or are planning to move soon, remember: registering with your new GP is an important step in making Knowsley your home.

For more information about our services and to register, visit our website or scan your local practice QR code above. Welcome to Knowsley, and welcome to Primary Care Knowsley!

Focus On: The Impact of Social Prescribing at Christmas

Social prescribing has become an increasingly important way for healthcare providers to support patients who may not have clinical or medical needs but are facing challenges that impact their mental health and well-being. Primary Care Knowsley is proud to be part of the growing initiative that connects patients with a range of non-medical services, including community groups, activities, and support networks that help improve their quality of life.

Care Merseyside is an organisation that has been supporting local communities for many years. One of the standout events that embodies the essence of social prescribing is the annual Christmas Extravaganza held at the Devonshire House Hotel, which, over three days, brings together individuals who have been referred by GPs across the West Knowsley and Kirkby Primary Care Networks.

Dr. Maassarani, the founder of Care Merseyside, explained, the event is much more than a festive gathering: "A lot of the people who attend this event will be patients who have been referred by a GP. We see this annual event as something that brings people together, gives people a little bit of hope, and helps them connect with others." Many of those attending the event have been referred for reasons such as loneliness, social isolation, and mental health concerns—all issues that social prescribing directly addresses.



Through activities like creative writing, yoga groups, and low-impact exercise classes, participants often meet people they otherwise would not have crossed paths with. Over time, these interactions help combat the social isolation that many patients face. "These people haven't met before, and now they've made friends and connections," Dr. Maassarani said, highlighting the power of social prescribing to help individuals build supportive social networks.

The significance of social prescribing has never been more apparent, especially in the context of today's challenges. From the ongoing cost of living crisis to the mental health crisis exacerbated by the pandemic, the need for these services has grown. Dr. Maassarani reflected on this by saying, "In these difficult times, it's great to show a bit of hope and optimism, especially in areas where life can be quite difficult and challenging."

Social prescribing offers a vital alternative to medical interventions, acknowledging that not all issues require clinical treatment. Instead, it focuses on holistic, community-based support to improve overall well-being. This approach allows patients to explore non-medical options like dance, food clubs, and counselling services that foster a sense of belonging and personal empowerment.



Social prescribing is not a one-size-fits-all solution; it is tailored to the individual's unique needs. As explained by Cathy Connelly, Care Merseyside CEO: "It could be around homelessness, fuel poverty, inability to read or write, or loneliness. It's about what the patient needs. The focus is on identifying the underlying social and environmental factors affecting a person's health, and connecting them to the appropriate resources. Dr. Maassarani emphasised the importance of investing in social prescribing: "Not every patient's problem is clinical or medical. That's why we've invested heavily in social prescribing because it can address the parts that we cannot fix clinically." This investment is not only in the infrastructure of social prescribing but also in building strong partnerships with local organisations and community groups to ensure that patients are connected to services that suit their needs.

The annual Christmas event is just one example of how social prescribing can make a lasting impact on people's lives. "The joy and sense of community that attendees experience at the event is great to see. People walk out of here feeling on top of the world," said Cathy Connelly. "They absolutely love how fun it is, they love the entertainment, and really, every year, they look forward to coming back."

Social prescribing has allowed patients to experience joy, connection, and a renewed sense of purpose. For many, it is not only a highlight of their year but a lifeline that helps them through challenging times.



Primary Care Knowsley Founder Dr. Faisal Maassarani and Chairman Hassan Argomandkhah



www.caremerseyside.org.uk

If you are interested in finding out more about social prescribing and how it can help you or someone you know, please contact us today. Together, we can build a stronger, more connected community where everyone has the opportunity to feel supported and valued.

Focus On: Patient Participation Groups

At Primary Care Knowsley, we are committed to providing high-quality, patient-centered care. One of the ways we can ensure that we are meeting the needs of our patients is by working closely with our Patient Participation Group (PPG). The PPG plays a key role in representing the voices of our patients and assisting us in shaping the services we offer. In each of our practices, we have an established Patient Participation Group, which

Quick Insight: What is a PPG? A Patient Participation Group (PPG) is a group of patients,

is made up of a core group of members who meet regularly to discuss a wide range of practice-related matters. These meetings can be held face-to-face or remotely via Microsoft Teams, offering flexibility for all involved.

The PPG is an essential part of how we continuously improve our services. By having a dedicated group of patients who actively participate in discussions, we can gain invaluable insights into the patient experience. This feedback allows us to make informed decisions about how to improve care, streamline services, and ensure we are meeting the needs of our diverse patient population.

The involvement of our PPG is not only beneficial for us as a practice but also for our patients. It provides an opportunity for patients to directly influence the way their healthcare is delivered, helping us to understand their concerns, preferences, and suggestions for improvement. From providing feedback on appointment scheduling to sharing their experiences with specific treatments, the PPG helps us refine our services to ensure the highest standards of care.

Supporting the New Health Kiosk Facility

One exciting new development that the PPG will be assisting with is the introduction of our new health kiosk facility. These kiosks will provide patients with a convenient way to access important health services, such as checking their blood pressure, weight, and other vital statistics. The kiosks will also provide an opportunity for patients to access health information and resources.

To ensure that all patients are comfortable and confident using the kiosks, the PPG will be on hand to assist. Whether it's explaining how the kiosk works or offering guidance on how to navigate the system, our PPG members will play a vital role in ensuring that patients can make the most of this new technology. With their support, we aim to make the kiosks accessible, user-friendly, and an effective addition to the healthcare services we provide.

If you would like to join our **Patient Participation Group** (PPG), please contact your practice reception or scan the QR code for your local practice to register vour interest:



CORNERWAYS **Medical Centre**



& Partners





support to patients and their for such a meaningful cause. I'm incredibly proud of our PPG members, staff and everyone who donated for their commitment to helping those affected by cancer."

Dr Maassarani, who matched the donations raised by the PPG practice members to make the total amount raised for Macmillan Cancer Support:

£1,317.02





carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

What is the 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 actions 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.

WORLD'S BIGGES







Practice Staff



General Practitioner

Treats patients with minor or chronic illnesses and refers those with serious conditions to a hospital.

Advanced Nurse Practitioner

Can prescribe medication, review critically ill patients and make the necessary referrals to alternative departments and / or Services.

Practice Nurse

Can review chronic illnesses including Asthma, COPD diabetes's and hypertension.

Physician Associate

Supports doctors in the diagnosis and management of patients.

Safe Prescribing Team

Completes medication reviews, authorise medication request, complete discharge follow up medication requests.

Physiotherapist

If you have joint pain, you can book an assessment with the physiotherapist for advice and exercises. The physio can also refer you to further care, such as the musculoskeletal service.

Healthcare Assistant

Can deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education including phlebotomist clinic.

Mental Health Practitioner

Manages Chronic Mental Health illnesses in a primary care setting.

Other Services



Online Consultation

Ask First is an online consultation service that helps you communicate with your GP more quickly. Answer a few simple questions and practice staff will respond to you by email, SMS, or via the NHS app.

PHARMAC FIRST

Pharmacy First

Enables community pharmacists to supply prescription-only medicines, Including antibiotics and antivirals where clinically appropriate.



Kaprice

Kaprice is our online digital assistant, available 24/7 to assist patients with any queries you may have. You can talk with Kaprice on our website.



Social Prescribing

Social Prescribing is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.

We're here for you evenings and weekends



Extended Access

GP practices in the PCN work together to provide extra appointments in the evenings and weekends. This is called the Extended Access Service





TO VIEW OUR LATEST VACANCIES

Latest Opportunities

Primary Care Knowsley are dedicated to building a community of talented and compassionate healthcare professionals

Scan the QR code to find our latest career opportunities, from general practice to administration and support roles. Whether you're an experienced practitioner or just starting your career in healthcare, we invite you to explore our current vacancies and consider joining our team.

We're committed to creating a diverse and inclusive workplace where every team member can grow and make a positive impact on the health and well-being of our community. If you're passionate about healthcare and ready to make a difference, we can't wait to meet you!

Patient Volunteer Team

At Primary Care Knowsley, we believe in the power of community and connection. We're inviting local patients to join our volunteer team and help make a positive impact within the practice. This is a chance to give back, support others, and be part of a welcoming, caring environment.

As a Patient Volunteer, you'll assist with day-to-day activities, offer a friendly face to those who need it, and help build a stronger, more supportive community within the practice.

If you're looking for a meaningful way to contribute and connect with others, we'd love to hear from you. scan the latest vacancies QR Code to learn more about becoming a Patient Volunteer with Primary Care Knowsley. Let's put something back into the community, together!

Practice Accreditations







Whats New: Introducing Our New Practice Websites

We're thrilled to announce the launch of our new Primary Care Knowsley practice websites, designed to provide you with an easier, more convenient way to access the services and information you need. Whether you're booking an appointment, managing prescriptions, or seeking health advice, our new websites offer a range of features to support your healthcare needs - right from the comfort of your own home.

The new website makes it simple to request repeat prescriptions. With just a few clicks, you can submit your request and have your medication ready for collection without the need to visit the practice in person or make a phone call.

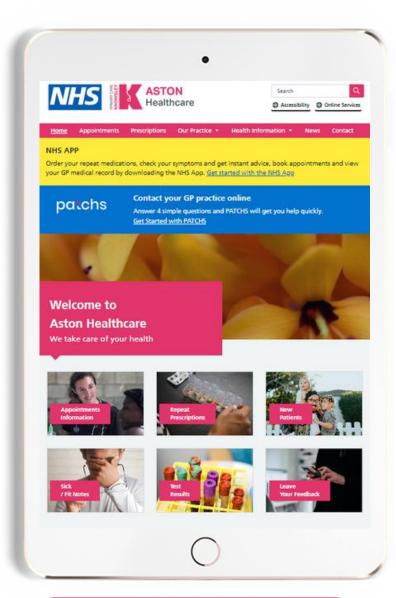
The website also provides a wealth of health advice and resources, including guidance on managing common conditions, links to local services, and practical tips on staying healthy. With just a few clicks, you can find trusted resources to help you stay informed and empowered about your well-being

To make your experience even more streamlined, our website features Kaprice, our digital assistant chatbot. Kaprice is available to assist you 24/7, providing instant answers to your questions, helping you book appointments, and directing you to the right services. Whether you need help navigating the website or have a quick question about your health, Kaprice is there to support you with a friendly and efficient response.

The website is also fully mobile-responsive, meaning you can access all of these features on your smartphone or tablet - whether you're at home or on the move. This flexibility makes it easier than ever to manage your healthcare needs wherever you are.

This new websites is part of our ongoing commitment to improving patient care and accessibility. We understand that managing your health can sometimes feel overwhelming, and our goal is to make it easier for you to take control of your healthcare journey. By offering these new digital tools, we hope to provide a smoother, more efficient experience and help you stay connected to the care you need.

We invite you to visit your local Primary Care Knowsley practice website today to explore these new features. If you have any questions or need assistance, our team is always available to help.

















Registering with a Primary Care Knowsley GP practice is quick and easy! Simply scan the QR code below or visit your chosen practice's website to view patient boundaries and register in just minutes. Alternatively, you can register over the phone by calling your practice, or in person by speaking to our friendly reception team.

Registering for our **GP** services has never been easier!



Social Focus: New WhatsApp Channels

We're excited to introduce Practice WhatsApp channels to keep you updated with the latest practice news and important information. To subscribe, simply scan your practice QR Code and click "Follow".

Please note, the channel is one-way communication. You will receive updates from us which you can react by emoji, but cannot reply by text. For any questions, please contact the practice by phone or email. Stay connected and informed!













In The Community: Keep To The **Beat Blood Pressure Campaign**

Primary Care Knowsley, in partnership with Knowsley Chamber and Working Well, recently launched the "Keep to the Beat" campaign to improve the health and well-being of employees in local businesses. The initiative offered free blood pressure checks directly at workplaces, providing employees with an easy way to monitor their heart health and detect potential issues early.

The campaign aimed to promote early detection of hypertension, raise awareness about the importance of regular blood pressure monitoring, and integrate health services into local businesses. By offering on-site screenings, the initiative encouraged employees to take proactive steps toward managing their health.

After their tests, participants received personalized advice from clinicians, along with a brochure detailing their results and links to the Keep to the Beat advice page, which includes videos to explain the results and provide further guidance. Each participant also received a follow-up email outlining their blood pressure readings and additional resources for managing their health.

The campaign attracted a diverse group of participants, and results showed that out of the 134 people tested, 52 participants demonstrated high blood pressure and 48 more had slightly elevated readings. The 45-54 and 55-64 age groups had the highest number of elevated readings, highlighting the need for targeted heart health interventions. The campaign also revealed that men had higher rates of high blood pressure compared to women, while blood pressure issues in women increased with age. Additionally, 13 participants required 'prompt' medical attention, underscoring the importance of workplace health screenings in providing lifesaving interventions.

Overall, the "Keep to the Beat" campaign raised awareness, provided critical health interventions, and offered ongoing support. Primary Care Knowsley plans to continue their relationship with Knowsley Chamber and Working Well by supporting local businesses and employees in managing their heart health. For more information, visit the Keep to the Beat advice page by scanning the QR code.

Delivered in partnership with:











Winter Walk-in Clinic Information **Huyton Walk-in Centre (Nutgrove Villa)** Westmorland Road, Liverpool | 0151 244 3150

Mon to Sat: 8.00am to 8.30pm | Sun/Bank Holidays: 10am to 8.30pm

Kirkby Urgent Treatment Centre

St Chad's Clinic, St Chad's Drive, Kirkby L32 8RE | 0151 244 3065 Opening times:

Mon to Sun: 8.00am to 8.30pm seven days per week.

Halewood Walk-in Centre

Roseheath Drive, Halewood, Liverpool, L26 9UH | 0151 351 8480 **Opening times:**

Mon to Sat: 8.00am to 8.30pm | Sun/Bank Holidays: 10am to 8.30pm



Your Local

Practice is now

on Facebook O

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Are you in a mental heath crisis? Choose Option 2: MENTAL HEALTH

