



MIRIAM PRIMARY CARE GROUP

Miriam Medical Centre

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Earlston and Seabank Medical Centre

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Dr Abhi Mantgani
MBBS, LRCP LRCS, FRCGP

Dr Debra Hill
MBCb, DFP

Mrs Philomena Potts RGN

Dr Joanne Makin
MBCb, MRCP, DRCOG, DFP

Dr Helen Griffiths
MRCP

Dr Abirami Saravanan
MBBS MRCP

Dr Clare Rowlinson
MBCb, MRCP, BMed Sci, DFRN

Dr Greg Simmons
MRCP

Dr Emma Courtneil
MRCP

Dr Amy Laycock
MBCb, MRCP, MBOhb, DRCOG

Practice Nurses

Mrs Catriona Williams RGN
Mrs Chris Gibson RGN
Mrs Angela Sheridan RGN
Mrs Tracy O'Farrell RGN
Ms Clare Barnes RGN
Mrs Caroline Mellon RGN
Ms Barbara Noble RGN
Mrs Heather Esmer RGN
Mrs Pauline Lawrence RGN
Mr Keith Stott RGN
Ms Gill Smith RGN

Management Team

Mrs Jackie Ireland
MPCG Manager
Mrs Klazina Brearley
Finance Manager
Mrs Su Stephens
Earlston Practice Manager
Mrs Gill Piercy
Business Manager
Ms Heather Campbell
Miriam – Reception Manager
Mrs Marie Moorhouse
Earlston – Reception Manager
Mrs Lin Clarke
Medicines Manager
Mrs Sandra Davies

Miriam Medical Centre

Practice Hours

Monday 8.00am to 8.00pm
Tuesday 8.00 am to 8.00pm
Wednesday 8.00am to 8.00pm
Thursday 8.00am to 8.00pm
Friday 8.00am to 6.30pm

Earlston & Seabank

Practice Hours

Monday 8.00am to 6.30pm
Tuesday 8.00am to 8.00pm
Wednesday 8.00am to 6.30pm
Thursday 8.00am to 8.00pm
Friday 8.00am to 6.30pm

Holiday Opening Hours

Closed on Christmas Day, Boxing
Day and New Years Day
Normal Hours on all other days



We would like to wish all of our patients a very Merry Christmas and a Happy New Year!

December 2015

We are presenting our newsletter in a new format, a combined one across the two practices of the Miriam Primary Care Group. In this we are highlighting the services provided at each of the two practices for our patients and also services we provide across Wirral.

We are delighted that our combined list size has crossed the 10,000 patients for the first time. We have continued to meet all national and local targets achieving the highest quality standards. We are thankful for the excellent patient feedback in all of the surveys that have been conducted.

As we come towards the end of the year, we wish all our patients and the community we serve a Joyful Christmas and a Happy New Year and thank you for continued support.

Dr Abhi Mantgani, Senior Executive Partner

CQC Intelligence Monitoring Report

All medical practices have been bench marked by the Care Quality Commission and the results were published in November 2014. Under this initiative titled "Intelligence Monitoring Report" practice's performance are analysed in an initial list of 38 indicators using data from various sources including patient feedback. The report also presents a risk score for each practice.

Miriam Medical Centre and Earlston & Seabank Medical Centre achieved category 6 which is the highest category for achievement of quality in this report. The practices were also classified as having achieved Overall Risk Score of 0 (which is the best score) against a potential maximum score of 74 (worst score).

Out of the 38 indicators, Earlston and Seabank MC met the national average in 32 categories and achieved above national average in 6 categories (including patient access to GP appointments). Miriam Medical Centre achieved the national average in 37 indicators.

You can view the full detailed report by logging onto the following link - <http://www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices#atoz>

Patient Feedback

Over the past 12-18 months, we have conducted a number of surveys across our two practices. We are grateful to our patients and customers for their support, advice and their comments on how we can improve our services. The following are some of the key messages from you -

	Excellent	Good	Fair	Poor
Appointment System	52%	32%	14%	3%
Reception staff	70%	27%	2%	1%
Telephone Response	48%	42%	8%	2%
Satisfaction with Dr / Nurse / HCA	- Yes (97%)	No (3%)		
Satisfaction with Repeat Prescribing	- Yes (81%)	No (5%)	N/A (14%)	

Friends and Family Test

This national initiative that asks the question “ Would you recommend this practice to your friends and family?”

	Extremely Likely	Likely	Unlikely	Extremely Unlikely
Miriam MC	547 (80%)	122 (18%)	2 (1%)	2 (1%)
Earlston & Seabank MC	147 (79%)	30 (17%)	9 (4%)	0 (0%)

Patient Participation Group

Our patient participation groups meet at regular intervals. The minutes of meetings are published on our website.

The group is chaired by Mr Ron Abbey (Miriam) and Mr Alan Grice (Earlston). They have addressed the following issues on behalf of our patient population -

- ◆ Representation to CCG on decommissioning of services e.g., ECG, Choice of Diagnostics,
- ◆ Represent the practices in GP Federation Patient Forum
- ◆ Support the efforts of Earlston premises extension plans
- ◆ Provide feedback to practice on extended hours options
- ◆ One of our patients Daniel Hallwood has presented a signed Liverpool Champions League 2007 shirt. This will be raffled and funds used as advised by our PPG



Dr Mantgani pictured here with Daniel Hamm



Dr Mantgani pictured here with Daniel Hallwood

Overcoming Odds

Miriam Primary Care Group is proud to have supported one of our patients Daniel Hamm who has represented England Disabled Cricket Team for the past two seasons. We presented him with a helmet before his successful tour to Bangladesh.

Daniel has overcome a serious Congenital Neurological disability to become an excellent cricketer and has represented England in international games in Dubai in 2014 and Bangladesh in 2015. We wish him well in his future cricketing career and as he pursues his studies in Liverpool University.

Vaccination Programme

GP Federation (GPW-fed)

GP Practices across UK are exploring how they can come together to form federations to deliver an integrated care to their community.

The ethos is to maintain practice identity to deliver local services and where appropriate to work together to provide services across several practices.

Miriam Care Group practices are part of WGP-fed which currently comprises of 34 of the 54 Wirral practices.

GPW-fed strongly believes patients should be involved in the design and delivery of services and has developed a very active patient forum.

Representatives of Miriam and Earlston & Seabank practices attend these meetings to promote the views and interests of the patients.

As a result of their efforts, we will be participating in a WGP-fed pilot to reintroduce the Tele ECG service and demonstrate its value to Wirral CCG.

We are currently busy with our seasonal Flu Vaccination campaign. Our two practices have so far achieved 75% uptake and well set to achieve the 90% target.

We want to encourage all patients in the following categories to avail of the Flu vaccine -

- ◆ All patients over the age of 65
- ◆ All patients with long term medical conditions
- ◆ Pregnant women
- ◆ Children aged 2 - 4

In addition we are promoting the Pneumonia and Shingles vaccine for the eligible patients. Please check with your GP or Nurse whether you should have these injections to prevent future problems

We are also promoting the following -

- ◆ Whooping Cough to protect all pregnant women from 28 weeks.
- ◆ Menc ACWY: To protect young adults from Meningitis, 17 and 18 year olds. First time University/College students up to 25 years.

Drop In Minor Injury/Minor Illness Service

The Minor Injury/Minor Illness Service based at Miriam Medical Centre is now open 10am to 8.00pm Monday to Thursday, 10am until 6.30pm on Friday and 10am to 5.00pm at weekends and on bank holidays. This service has been commissioned by Wirral Clinical Commissioning Group and is available to all Wirral residents.

In the past year the activity has further increased by 50% with 9935 patients seen between April to October 2015 compared to 6617 patients between April to October 2014.

A recent survey of patients attending this service (Friends and Family test) had 199 responses with 172(86%) responding as extremely likely to recommend and a further 27(14%) likely to recommend the service.

Conditions treated at this drop-in clinic include:

Bites	Chest Infections	Minor Eye or Head Injuries
Sprains	Ear Infections	Removal of Stitches and Staples
Stings	Urinary Tract Infections	Dressings
Cuts / Burns	Throat Infections	Emergency Contraception

Please use these services as your first option for emergencies and to reduce the pressure on the busy A&E department at Arrow Park Hospital



Christmas and New Year opening times for Minor Injury Service

Christmas Eve:	10am till 8pm
Christmas Day:	10am till 5pm
Boxing Day:	10am till 5pm
Monday Boxing Day:	10am till 5pm
New Years Eve:	10am till 8pm
New Years Day:	10am till 5pm
Normal hours on all other days.	

Welcome to Team Miriam



Dr Claire Rowlinson



Dr Greg Simmons



Dr Emma Courtnell



Dr Amy Laycock

Over the past few months we have had some changes to our clinical team and we are delighted to welcome four new GP's to Miriam Primary Care Group. They will work across Miriam and Earlston & Seabank practices.

Dr Claire Rowlinson qualified from Edinburgh in 2010 and completed her GP Training in the Mersey Region. As part of her training she worked in Miriam Group for 12 months and has now joined Miriam Group working 9 sessions per week.

Dr Greg Simmons qualified from Liverpool in 2009 and completed his GP training in the Mersey Region . He will be working 8 sessions per week.

Dr Emma Courtnell qualified from Newcastle-upon-Tyne in 2009 and completed her training in the Northern Region and will be working 9 sessions.

Dr Amy Laycock qualified from Liverpool in 2008 and completed her training in the Mersey Region. She will be working 4 sessions per week.

New Staff at MPCG

We are delighted to welcome the following new staff to our team.

Earlston & Seabank Medical Centre

Rebecca Birch - Receptionist
Sam McKay - Receptionist
Abbie Wilson - Trainee Receptionist
Emma Millichope - Trainee Receptionist
Heather Greig - Trainee Receptionist

Miriam Medical Centre

Mr Keith Stott RGN - Practice Nurse
Ms Gill Smith RCN - Nurse Practitioner
Ms Nicola Gray - Trainee Receptionist

Good Luck

Dr Helen Griffiths will be leaving Miriam Group after seven years of fantastic service. Helen has decided to pursue her future career outside the UK and we wish her the very best of luck in her career. She has been a very hard working and caring GP and her commitment will be missed by her patients, staff and colleagues.



Investor in People Award

Miriam Primary Care Group (MPCG) was assessed in November 2015 and we are delighted to report that the practice again achieved this quality mark across both of our practices Miriam Medical Centre has achieved this status since 2005 and Earlston & Seabank Medical Centre since 2012.

In awarding this distinction, the assessors made the following comments -

“ MPCG has been immensely successful over the years , expanding from a small practice to a leading edge Primary Care Group. This has been achieved through, innovation, strong leadership and a culture which values people”
“ Working culture is well embedded and central to the phenomenal success of the organisation. There is a strong culture of mutual respect, openness and trust”

“ There is an unwavering customer focus which takes priority at every level, particularly in relation to the way in which patients are treated. People thoroughly enjoy working for MPCG which is considered to be an excellent employer and great place to work and forward thinking in relation to clinical staff development”