

Miriam Primary Care Group-Newsletter January 2023



Seasons Greetings and Wishing you all Health & Happiness for 2023

The past few years and especially 2022 has been a very busy and eventful year at Miriam Primary Care Group. This has been challenging for us and the public and the current economic difficulties place an additional burden on all services and people.

Miriam Medical Centre and Earlston Medical Centre have remained open throughout the pandemic and subsequently. Miriam Group also offers a range of services to patients registered with other practices and some services are available to all residents of Wirral. Miriam Medical Centre continues to offer a Minor Injury & Illness service, 8am to 8pm every day of the year. We have also worked in partnership with all our vaccinators, volunteers, admin staff and GP practices within Arno and North Coast to administer approximately 195,000 Covid vaccines to date and wish to thank them for their commitment.

We wish to thank our patients, our patient group and the public at large for their support and cooperation in ensuring the service is timely and effective in a person centred and safe environment. Our multidisciplinary clinical, admin and management team are committed to delivering and maintaining the highest standards.

We are delighted to announce that Miriam Group and its clinicians were recognised by several local, regional and national awards.

On behalf of the partners, clinicians and staff of Miriam Primary Care Group, we extend our greetings to you, your family and friends and wish you health and wellbeing in 2023.

Dr Abhi Mantgani (Executive Partner) - Dr Jo Makin (Lead Clinical Partner) - Dr Debra Hill (Lead Cancer, Women & Children Services)



Birkenhead Vaccination Centre

Birkenhead Vaccination Centre co-ordinated by Miriam practice staff has been delivering Covid 19 vaccination since December 2020. This service was the first to deliver the vaccination programme in each phase and continues to provide the “evergreen offer” - First, Second and Booster doses to all age groups. To date around 195,000 jabs have been given. People requiring vaccination can book through the National Booking System or attend as Walk-in.



Birkenhead Vaccination Staff at Team Event



Vaccination Team with Wirral Globe Award

Covid Art Project

From the outset of the Covid Vaccination programme, all consumables were retained and stored. Dr Mantgani, Lead for the service, explored a number of opportunities to create a legacy project to reutilise all the consumables to create Covid Art to celebrate the heroic efforts of vaccinators, staff and volunteers to deal with the pandemic. To date, we have created three Art projects, thanks to a talented member of the team Melissa Davies and an art student Jonathan Brown from a local College. We are exploring how these art works can be put on display for a wider audience.



Miriam Minor Injury & Illness Service

Miriam Minor Injury & Illness Service has the distinction of providing uninterrupted service throughout the pandemic and subsequently. It has made a significant contribution to increasing access for people in Wirral and reducing pressure on A&E services. To cope with the winter pressure, Wirral Place has supported us to temporarily increase the capacity with dedicated sessions for wound care slots. The service is open 8am to 8pm every day including bank holidays. We thank you for cooperating with us during these busy periods.

Education, Training & Investing in People

Miriam Group has a track record of supporting its staff to enhance their skills and develop their roles within the practice. Miriam Group is an accredited practice for GP trainees, Junior Doctors, Nurses, Physician Associates etc.

During the past two years three nurses, Rachel Webb, Amy Churchill and Rebecca Davies have completed their Nurse Practitioner Training and Prescriber Training. Congratulations to them.

We supported the journey of Emily Steen who joined our practice in 2011 as an Apprentice Receptionist. In addition to getting BTEC in business and administration, Emily trained as a Phlebotomist in 2013 and became a full time Healthcare Assistant in 2017. Emily was supported to become a Nurse Associate and graduated in October 2022. Congratulations to Emily for her commitment and determination.

During the past two years a number of our team have achieved significant milestones of long service. Congratulations to all, especially Dr Debra Hill who has continued to provide service to our patients during this very challenging period. Thank you .



Miriam Primary Care Group Team at Staff Event



Emily Steen

Access to Services

Miriam Primary Care Group has made strident efforts to increase access for patients including Face to Face appointments. Our practice has performed above national averages in each of the categories in the National Patient Survey. We also had the best performance in Wirral amongst practices with a list of 10,000 or over. Improving access and enhancing patient experience is a high priority and we will continue to make every effort to meet patient demand and expectations.

Primary Care Network Services

Miriam Primary Care Group is a member of Arno Primary Care Alliance and North Coast Alliance Primary Care Network (PCN). PCNs are a grouping of local practices who work together to deliver some services to their registered patients.

Miriam Group co-ordinates and delivers a number of services on behalf of Arno & North Coast PCN. These include -

Acute Visiting Service (Paramedics), Enhanced Access (GPs, Paramedics, Nurse Practitioners), Physiotherapy, Podiatry, Clinical Pharmacist, Physician Associate, Social Prescriber, Phlebotomy and Ear Irrigation Service. Several of these services are delivered at the weekend for the convenience of patients.

Miriam Patient Group

Miriam Patient Group has continued to meet though less frequently due to the pandemic and post pandemic issues. The group met in November and discussed a number of topics such as -

Access for Appointments, Face to Face appointments, Range of Services, Practice development etc. If you wish to attend the next meeting or contribute to discussion, please provide us with your contact details at reception either at Miriam or Earlston or email cmicb-wi.gatekeepern85625@nhs.net

Mr Alan Grice & Mr Ron Abbey, Joint Chairs of the group commented "The Patient Participation Group has continued to meet over the past year, albeit slightly fewer times than we might ideally like, and has as usual been kept fully informed by the team about the ongoing work of the practice, and future plans. In a still extremely difficult environment for GP and Primary Care services generally, the PPG is always grateful for the openness of our relationship with our medical professionals, and their determination to continually improve the services they offer.

The year ended on a high note, when the Practice won a GP Team of The Year award at a national ceremony, a recognition by their peers of the astonishing work they do for the people of North Wirral. We will continue to represent the questions and concerns of the patients and service users in 2023, and look forward to another year of success for the Practice."

The practice also communicates with patients through our website -

www.miriamprimarycaregroup.co.uk or

through our Facebook page - Miriam Primary Care Group

Please download our app - 'Miriam Primary Care Group' to access our services, order a prescription or book an e-consultation.

