



Dr Abhi Mantgani
MBBS, LRCP LRCS, FRCGP

Dr Debra Hill
MBChB, DFFP

Mrs Philomena Potts RGN

Dr Alicia Ojeda
LMS

Dr Joanne Makin
MBChB, MRCGP

Dr Helen Griffiths
MBChB, MRCGP

Dr Ashling Ikpoh
MBChB, MRCGP

Practice Nurses

Mrs Chris Gibson

Mrs Angela Sheridan

Ms Gaynor Maxwell

Mrs Clare Barratt

Earlston & Seabank Practice Hours

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

Holiday Opening Times

Tues 24th Dec	8.00am to 6.30pm
Wed 25th Dec	CLOSED
Thur 26th Dec	CLOSED
Fri 27th Dec	8.00am to 6.30pm
Mon 30th Dec	8.00am to 8.00pm
Tues 31st Dec	8.00am to 6.30pm
Wed 1st Jan	CLOSED
Thur 2nd Jan	8.00am to 8.00pm
Fri 3rd Jan	8.00am to 6.30pm

Repeat Prescriptions by Email

Did you know that you can
order your repeat
prescriptions by emailing:

Wiccg.EarlstonPrescriptions@nhs.net

You can also request repeat
Prescriptions by handing in the repeat
slip at reception or by sending a self
addressed envelope with your
request. Normally we need you to
give us 48 hours notice for your
repeat prescriptions.

Please avoid wastage of drugs by
requesting only items that are
required rather than asking for all
items. Please help us to get the best
quality and value from our NHS
Services

Flu Vaccination

Our annual flu vaccination
programme has now started.
Please have your vaccination as
soon as possible and be
protected.

Earlston and Seabank Medical Centre

1 Earlston Road

Wallasey CH45 5DX

Tel: 0151-639-2635 Fax: 0151-638-7008

www.earlstonandseabankmcwirral.nhs.uk

E-mail - wiccg.gatekeepern85619@nhs.net



Patient Contact Details

Do we have your correct and up to date details - Please give us the following information
Address, Telephone No, Mobile No, Email address and Carer details

Autumn has arrived and we are delighted to share news of some of the key developments in the practice during the past few months. The past year has seen significant changes in the practice with the merging of Earlston and Seabank Medical Centres and the relocation to the improved premises at Earlston Road. We wish to thank all our patients for their support and understanding during this period. We are delighted with your positive feedback for these improvements and the facilities now meet the Care Quality Standards.

Our team has expanded with new GPs, nurses and administrative staff whom we are pleased to introduce to you in this newsletter. The practice continues to achieve all the National Quality Markers set by the Department of Health but more importantly we are pleased to receive good patient feedback and comments in the various surveys we have conducted.

Philomena Potts - UK Nurse of the Year

Philomena Potts, our Nurse Partner was awarded the UK Nurse of the Year 2013 at the General Practice Awards at Royal Lancaster Hotel in London in November 2013. She was given this award in recognition of her effort in developing a team of nurses, up-skilling them to become independent practitioners and delivering four minor injury services across Wirral, a service that treated nearly 18,000 patients last year. Our congratulations to Philomena on a truly deserved and fantastic achievement.



Miriam Primary Care Group nominated for National Awards

Miriam Primary Care Group was also nominated in the following categories at the General Practice Awards.

- ◆ General Practice of the Year - Miriam Group
- ◆ General Practitioner of the Year - Dr Abhi Mantgani
- ◆ Nurse team of the year - Minor Injury Service
- ◆ Innovation of the Year - Minor Injury Service
- ◆ Commissioners of the Year - Miriam Group
- ◆ Patient Centred Services - Miriam Group

Miriam Primary Care Group's Minor Injury Service was nominated as a finalist in the prestigious HSJ Award (Health Service Journal) in the Innovation in Primary Care category.

This is a splendid team effort and we wish to thank all members of the team at Miriam and Earlston & Seabank for their hard work and commitment to deliver a patient focused service.



Team @ Earlston

We are pleased to welcome the following new staff to our team:

Dr Joanne Makin who was primarily working at Miriam has now started to work four of her six sessions at Earlston & Seabank practice. She has special interest in Diabetes and has recently been recredited as a trainer in General Practice.

Dr Ashling Ikpoh joined the practice in August following the completion of her General Practice training. She graduated from Liverpool University and has special interest in Psychological problems.

Dr Rawle Colthrust left the practice in November as he is emigrating to pursue a career in Family Medicine in Canada. We wish him the best of luck in the future.

Dr Amrit Mahai resigned from the practice in September.

Wirral Clinical Commissioning Group

Our practice is part of Wirral GP Commissioning Consortium which represents 27 GP practices and approximately 130,000 patients. The consortium has a very active patient council and has patient representatives on the executive board.

Our consortium values patient's and public involvement in how we develop services and we need your participation at various levels. You can participate in various ways: -

Patient Council - Attend meeting once every two months.

Virtual Patient Council - You don't need to attend any meetings but if you give your contact details you will be kept informed of developments and you can give your views.

Patient Group - You can join our patient group and help us to improve our services

Contact - Jennifer.shaw2@nhs.net

Earlston & Seabank Patient Participation Group

We have an active patient participation group that meets at regular intervals. We welcome ideas and comments so if you have any suggestions for improving the service we offer, please inform reception staff or ask to speak to the practice manager. The minutes of previous meetings are published on our website:

www.earlstonandseabankmcwirral.nhs.uk

During the past year the group has held two meetings. The membership of the previous groups at Earlston & Seabank have been merged and we now have 20 members. The group also decided to vote in a new chair for the merged group at the next meeting.

Some of the key issues addressed this year were:

- ◆ Meet the team notice board in the waiting area
- ◆ Additional phone lines

Mr Michael Dainty, member of our patient group also attends the Wirral GP Clinical Commissioning Group patient council and the patient executive council.

We are grateful for all your input formally through the patient group and also directly through the patient suggestion box.

General Practice Profile

The department of health has started a new initiative to benchmark General Practices in UK to a number of quality indicators. The indicators include areas such as GP Access, Patient satisfaction, hospital referrals, admissions, prescribing, screening uptake etc.

We are delighted that Earlston & Seabank Medical Centre has been classified as having achieved the standard in every indicator (better than national and Wirral average).

The achievement in patient access and satisfaction was as follows: -

Indicator	Earlston & Seabank	National Avg
Patient Experience	96%	87%
Telephone Access	98%	82%
Appointments	92%	80%

Drop In Minor Injury / Minor Illness Service New Extended Hours

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

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 and Burns	Throat Infections	Emergency Contraception

Other Drop in services in Wirral

Walk in Centre
VCH Wallasey
APH Upton
Eastham Clinic

Minor Injury Service
Parkfield MC, New Ferry

Minor Injury Service
Holmlands MC, Prenton

Minor Injury Service
Moreton Health Clinic

Please use this as your first option for emergencies and reduce the pressure on the busy A&E at Arrowe Park Hospital