



NEWSLETTER



Quick Insight: Who are Primary Care Knowsley?

Primary Care Knowsley is a dedicated GP federation comprising of 4 GP Practices operating from 9 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

CLICK
HERE

Protect Yourself This Winter: PCK Practices Ready to Deliver Winter Vaccinations

As temperatures begin to drop and the winter months approach, Primary Care Knowsley (PCK) is urging residents to protect themselves and their families by ensuring they are up to date with their vaccinations. This year's flu season is expected to be particularly active, and with other respiratory viruses such as COVID-19 still circulating, vaccination remains one of the most effective ways to stay healthy over the colder months.

Winter is traditionally a challenging time for both individuals and health services. Illnesses such as flu can spread rapidly, leading to serious complications, hospital admissions, and increased pressure on local NHS resources. By getting vaccinated, people not only protect themselves from severe illness but also help to safeguard those around them, particularly older adults, young children, and anyone with long-term health conditions.

All PCK practices are offering the full range of winter vaccinations to eligible patients. This includes the annual flu vaccine, COVID-19 boosters, and other immunisations recommended for specific groups. Patients who are eligible will be contacted directly by their practice, but those unsure of their vaccination status are encouraged to get in touch with their surgery to check.

Dr Clare Kenny, GP Partner at Primary Care Knowsley, emphasised the importance of community participation. "Vaccinations are one of the simplest and most effective ways we can protect ourselves and reduce the strain on our local health system," she said. "By getting your flu and COVID-19 vaccines, you're not just protecting yourself, you're helping to keep our community healthier throughout the winter."

Residents are encouraged to book their vaccination appointments as soon as they receive their invitation to ensure they are protected before flu season reaches its peak. Stay well, stay protected, and make sure you're winter-ready with your local PCK practice.



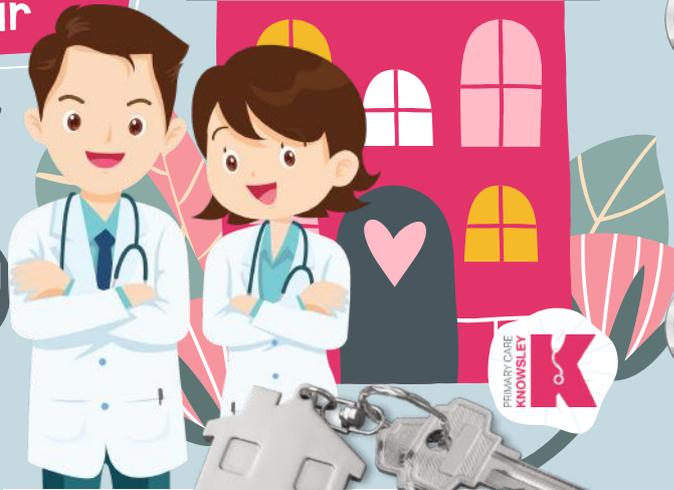
Dr. Clare Kenny | PCK GP Partner

We Take Care Of Your Health

NEW HOME

Time to register
with your

NEW GP



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.



ASTON
Healthcare
astonhealth.nhs.uk

GRESFORD MEDICAL CENTRE (0151 902 0293)
Pilch Lane | Huyton | Liverpool | L14 0JE
KNOWSLEY MEDICAL CENTRE (0151 902 0294)
Frederick Lunt Avenue | Knowsley | Liverpool | L34 0HF
MANOR FARM PCRC (0151 902 0291)
Manor Farm Road | Huyton | Liverpool | L36 0UB
WHISTON PCRC (0151 902 0292)
Old Colliery Road | Whiston | Liverpool | L35 3SX



CORNERWAYS
Medical Centre
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 (0151 902 0030)
The Blue Bell Centre | Blue Bell Lane | Huyton | L36 7XY



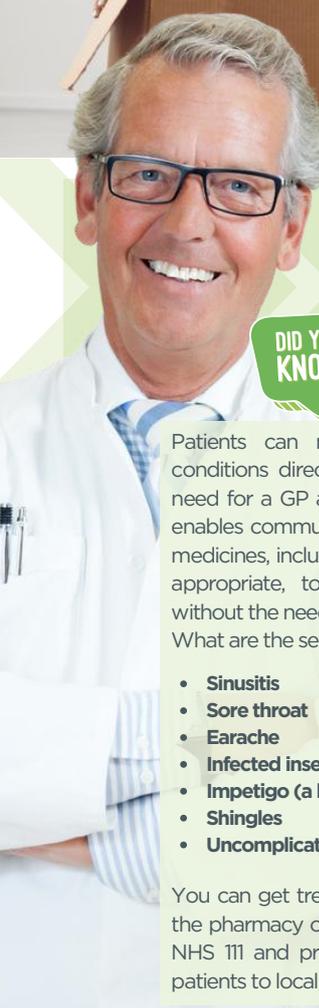
Dr MAASSARANI
& Partners
mazmedical.nhs.uk

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
roseheathsurgery.nhs.uk

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



PHARMACY FIRST

DID YOU
KNOW?

Doctors' appointments aren't always necessary
...ask your pharmacist

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.

Wherever You Move in Knowsley, We're Right Here for you!

Moving Home? Your Local NHS Care Moves with You

Whether you're new to Knowsley or simply settling into a different part of the borough, it's reassuring to know that your local NHS practices are here to support you. As families move into new homes across Halewood, Huyton, Kirkby and the wider area, Primary Care Knowsley (PCK) remains a constant presence, committed to the health and wellbeing of our growing communities. Moving home can be a busy and exciting time, but it can also mean adjusting to new surroundings and routines. Amidst the change, one thing you can rely on is access to trusted local healthcare. PCK brings together four GP practices operating from nine sites across Knowsley, caring for more than 56,000 patients, which is around one-third of the local population.

Our practices work closely together to provide consistent, high-quality care wherever you live in the borough. From routine appointments and health checks to managing long-term conditions and accessing vaccinations, our teams are here to help you stay well throughout every stage of life.

Dr Faisal Maassarani, Founder Partner at Primary Care Knowsley, said: "We're proud to be part of a network that supports people right across Knowsley. Whether someone has recently moved into the area or just around the corner, we want them to feel confident that NHS care and advice are always close by." As Knowsley continues to grow and evolve, PCK remains dedicated to keeping healthcare local, personal and accessible. So wherever you call home in Knowsley, you can be sure that your local NHS team is here when you need us.

Primary Care Knowsley - caring for our community, wherever home may be.

We Take Care Of Your Health

Improving Access: The Success of the Callback Facility in Primary Care Knowsley



At Primary Care Knowsley, we're always looking for ways to make it easier for patients to access the care they need, and one of our most successful improvements has been the introduction of our telephone callback service.

The callback system has transformed the way patients contact their GP practice. Instead of waiting on hold, patients can now request a callback and carry on with their day while keeping their place in the queue. When their turn is reached, a member of the practice team calls them back, providing the same level of service without the wait.

Since its launch, the feedback has been overwhelmingly positive. Patients have told us how much they appreciate the convenience, especially during busy periods, and how it helps reduce stress and frustration when trying to get through to the practice. Many have said it allows them to continue with work, childcare, or other commitments without worrying about losing their place in the queue.

For practices, the system has also been a huge success. It helps manage demand more effectively, smooths out peaks in call volumes, and allows teams to focus on helping patients as efficiently as possible.

Suzanne Steele, Head of Operations for Primary Care Knowsley, said: "The callback system has made a real difference for both patients and staff. It's a simple change that's improved access, reduced waiting times, and made the experience of contacting your GP practice far more convenient. The feedback we've received has been fantastic."

The success of the callback facility highlights Primary Care Knowsley's ongoing commitment to improving patient access and communication, using practical solutions that make healthcare more efficient, responsive, and patient-friendly.

Brightening Up Autumn at Aston Healthcare

We were delighted to welcome some very talented young artists from Knowsley Village Primary School to Aston Healthcare, Knowsley Village.

As part of our Autumn Art Competition, and to help strengthen relationships and community engagement in Knowsley Village, pupils from Knowsley Village Primary School created a series of beautiful seasonal artworks to decorate and brighten up the waiting area for our patients.

Our wonderful administrative team proudly displayed the colourful creations, transforming the space with the children's vibrant and imaginative designs.

Paula, a member of the Aston Healthcare Patient Participation Group (PPG), faced the difficult task of selecting four very deserving winners. The children visited the surgery to see their artwork proudly displayed and were each presented with a small prize from Primary Care Knowsley in recognition of their creativity and effort.

A huge thank you to all the children and staff at Knowsley Village Primary School for their enthusiasm and talent - you've helped make our practice a little brighter this autumn!



Better Health Smoke free **NHS**

You know you want to quit.

We know you can.

Get free support to quit smoking.

Primary Care Knowsley can support you:

Register Today

CLICK HERE

New Knowsley Podcast Tackles Vaccine Concerns After Local Measles Outbreak

Health leaders across Knowsley have come together to launch a new podcast designed to open up honest and reassuring conversations about childhood immunisations.

In the Know: Straight Talk on Health in Knowsley is a collaboration between West Knowsley PCN, South & Central Knowsley PCN, and Kirkby PCN, which has been supported by Primary Care Knowsley. The podcast aims to provide local residents with clear, trusted information on the health issues that matter most to families across the borough.

The first episode, titled "Let's Talk About Childhood Immunisations," focuses on vaccine confidence, with particular attention to the MMR vaccine following the recent measles outbreak in Merseyside. The discussion brings together voices from healthcare, public health, and the local community to explore common questions and concerns, as well as the importance of keeping children protected through timely vaccinations.

Filmed in a professional studio and produced by Big Congo Academy in Liverpool, the episode features contributions from Sarah McNulty, Assistant Executive Director of Public Health; Gary Cee, Explore's Lead on the Hero Academy Project; Gaynor Chisnall, Immunisation Lead and Team Manager at Mersey Care; and local parent Kate Williamson, who was joined by her six-month-old daughter Isabella.

The podcast was overseen by Brian O'Connor, Digital and Transformation Lead for West Knowsley PCN, and supported by teams across all three networks. The result is a warm and open conversation rather than a formal interview, offering relatable, evidence-based insight that encourages parents and carers to make confident, informed choices about childhood vaccinations. PCN Manager Sarah Cousins said the project was created in direct response to the recent measles outbreak in Liverpool. "It's about cutting through the noise, listening to real concerns, sharing trusted information, and helping families feel more confident when it comes to childhood vaccines,"



she explained. "At a time when anxiety is high and misinformation spreads fast, our goal is to offer clarity, compassion, and a space for open and honest conversation." Brian O'Connor, PCN Digital and Transformation Lead, added, "We're always looking for different and innovative ways to communicate with our local population, and the podcast felt like the right step. A lot of health conversations on social media can quickly become negative or misleading. We wanted to create something that speaks directly to that audience, offering the opportunity to hear from trusted local voices and share accurate, balanced information." The final podcast runs for around thirty minutes and is available to watch or listen to on YouTube, Spotify, and other major podcast platforms under Health in Knowsley. To reach as many people as possible, clips, reels, and highlights will also be shared across practice and partner social media channels, GP waiting rooms, and community spaces across the borough. Anyone wishing to check their child's vaccination record or catch up on any missed vaccines can contact their GP practice directly, visit the Live Well Bus for drop-in access to vaccinations, or

use the NHS App to view their immunisation history at any time.

This podcast marks an exciting step in how Knowsley's Primary Care Networks are working together to support public health, combining expertise, community voice, and digital innovation to help families stay healthy, informed, and confident about vaccination.



Get the NHS App

Download on the
App Store

GET IT ON
Google Play



Improved Access Across All Primary Care Knowsley Practices

**NEW
PATIENTS
Register
Online Today**



Primary Care Knowsley is continuing to make it easier for patients to access the care they need, when they need it. All PCK practices have now enhanced their access arrangements, offering a mix of same-day appointments, online consultations, and extended hours across evenings and weekends.

Patients can also benefit from improved digital tools, including the NHS App and online triage systems, making it simpler than ever to book appointments, request prescriptions, and get trusted health advice.

We remain fully committed to continuing to invest in both our clinical teams and the latest technology to further improve access and deliver the highest possible standards of patient care across Knowsley.

We Take Care Of Your Health

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

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.

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 your interest:



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Healthcare



CORNERWAYS
Medical Centre



Dr MAASSARANI
& Partners



ROSEHEATH
Surgery

Recent PPG Events:

This year, our Patient Participation Groups (PPGs) have been busy organising a range of meaningful and engaging community events across our Aston Healthcare practices. Here are just a few highlights.

At Whiston, the **Become a Blood Donor** campaign encouraged patients to learn more about the vital role of blood donation. The event was a great success, with many attendees signing up to become donors and help save lives.

Over at Manor Farm, our **Organ Donor Awareness** event focused on educating patients about the importance of organ donation. Through powerful stories and useful information about the new "opt-out" system and ways to register (including via driving licences), the session helped raise awareness and inspire more people to consider becoming donors.

All of our practices also proudly hosted **Macmillan Coffee Mornings** as part of the "World's Biggest Coffee Morning," raising an impressive amount for charity. A huge thank you goes out to our staff, patients, and PPG volunteers for baking, brewing, and donating so generously.

Finally, at Cornerways Medical Centre, patients and staff came together for a **Mindfulness Walk**, taking time to focus on wellbeing and the importance of mental health.

These events highlight the incredible impact of our PPGs in promoting health, wellbeing, and community spirit throughout the year.



Quick Insight: What is a PPG?

A Patient Participation Group (PPG) is a group of patients, 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.



We Take Care Of Your Health

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 undertake Cervical Screening, and Childhood and Adult Vaccinations.



Long Term Condition Clinician

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



Safe Prescribing Team (Including Clinical Pharmacist & Pharmacist Technician)

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

Primary Care Knowsley offers patients an online consultation service that helps you communicate with your GP more quickly. Answer a few simple questions and practice staff will respond to your enquiry by email, SMS, or via the NHS app.



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.



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



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!



LATEST VACANCIES

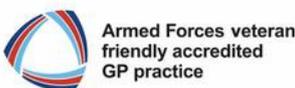
Patient Volunteer Team

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



We Take Care Of Your Health

Transformative Power of Social Prescribing

The power of social prescribing is transforming lives across Merseyside, as evidenced by the remarkable short film "Dramatic Recovery" by two time BAFTA award-winning writer and director Jessica Hynes.

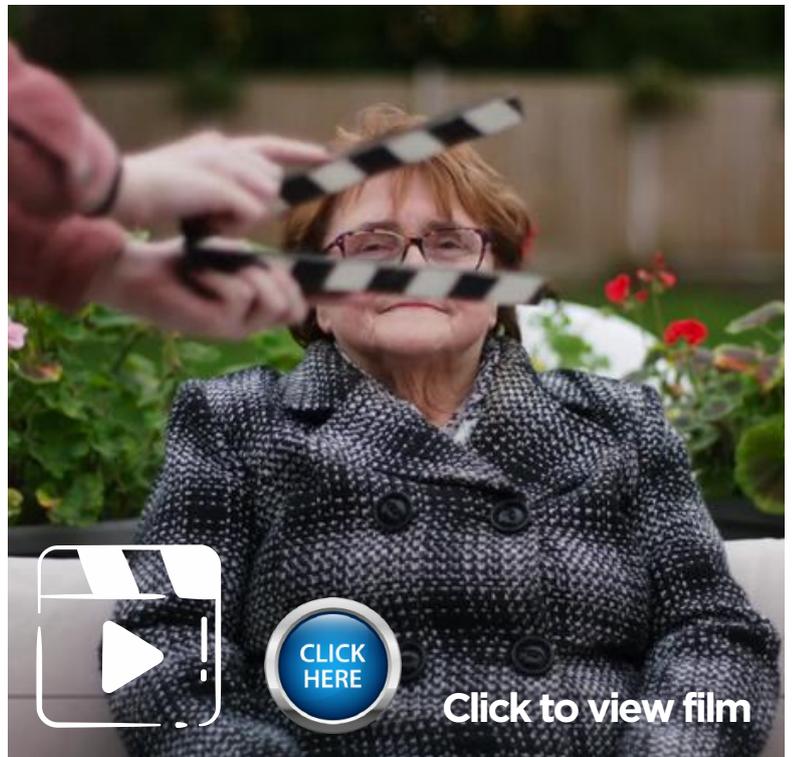
This inspirational film showcases the profound impact of social prescribing on mental health through the lens of drama, featuring real patients from practices across both Kirby and West Knowsley PCN. It highlights the work delivered by the Dramatic Recovery programme which is supported by social prescribing charity Care Merseyside.

It highlights the journey of individuals who have found solace, confidence, and a renewed sense of purpose through their engagement with the Dramatic Recovery mental health arts group. The narrative delves into personal stories of overcoming depression, isolation, and loss, ultimately showcasing how drama can serve as a powerful tool for mental health recovery.

Dr Faisal Maassarani, founder of the social prescribing charity Care Merseyside, emphasises the critical role of social prescribing in community health. He states, "Social prescribing allows us to address the holistic needs of our patients, connecting them with community resources that can improve their mental and physical health. Projects like Dramatic Recovery demonstrate how creative interventions can rebuild confidence, foster friendships, and promote overall well-being." "Dramatic Recovery" provides an intimate glimpse into the lives of individuals like Frank, who rediscovered his passion and confidence through drama after years of struggling with depression following his wife's death.

The film also features powerful testimonies from others who have benefited from social prescribing, including those who have battled serious illnesses and mental health challenges.

The film's impact is further amplified by its association with social prescribing initiatives in the area. Social prescribing enables healthcare providers to refer patients to non-clinical services, such as drama groups, which can address a wide range of social, emotional, and practical needs. This approach recognises that health is influenced by a variety of factors, including social connections and personal fulfilment.



[Click to view film](#)

"Dramatic Recovery" not only highlights the individual benefits of social prescribing but also underscores its importance for community health. Participants in the drama group describe how it has helped them open up, build self-esteem, and find joy in creative expression. The film demonstrates that mental health recovery is a collaborative and community-driven process, made possible through initiatives like those supported by Care Merseyside.

Looking ahead, Care Merseyside aims to expand the reach of social prescribing and integrate it more deeply into primary care practices across Knowsley. The success of "Dramatic Recovery" serves as a compelling testament to the potential of social prescribing to transform lives, offering a model that can be replicated and scaled to benefit even more individuals.



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.



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

CALL
111

Are you in a mental health crisis?



Choose **Option 2: MENTAL HEALTH**

We Take Care Of Your Health

Make the Most of Your Primary Care Knowsley Practice Website

Your local GP practice website is more than just a place to find contact details. It's a simple and convenient way to manage your health, find reliable information, and access services at any time of the day. At Primary Care Knowsley, we're encouraging all patients to make the most of the digital tools available to help stay informed and connected.

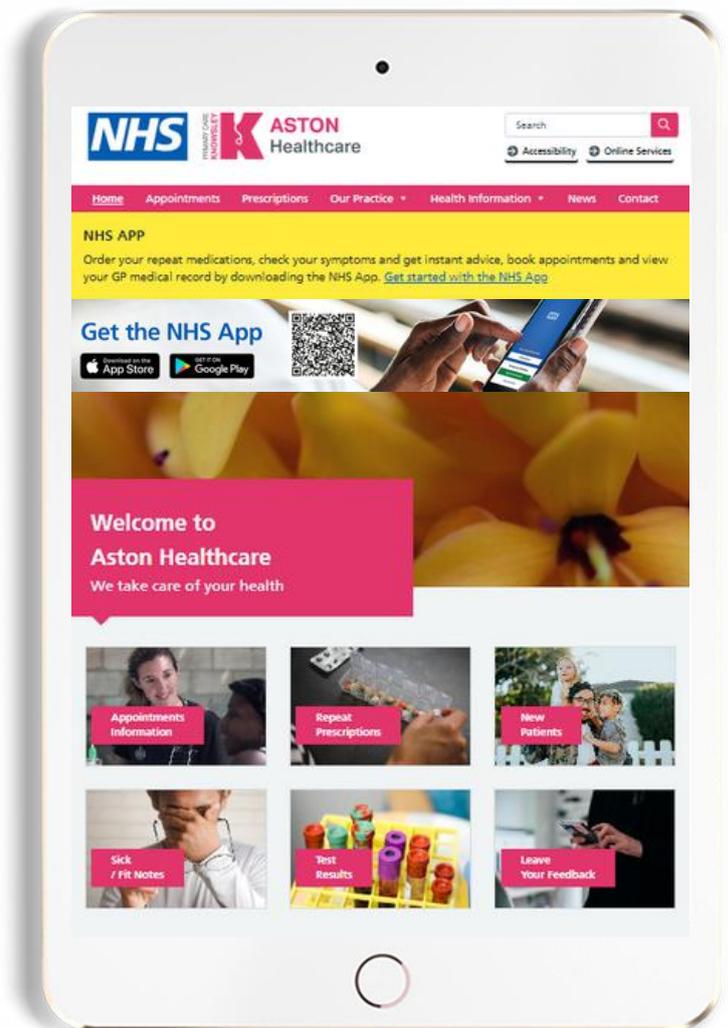
Each practice website is regularly updated with the latest news, seasonal health advice, and service updates, keeping you up to date with everything from vaccination campaigns to changes in opening hours. It's the easiest way to find out what's happening at your practice without having to pick up the phone.

To make things even easier, you can also get support online through Kaprice, our friendly virtual assistant. Kaprice is available on our practice websites to help you find the information you need, submit healthcare requests, or get guidance on the right service for your situation. It's quick, convenient, and designed to save you time.

If you need to make an appointment, request a fit note, or contact the practice team, you can do this directly through Paco GP, our secure online system that helps you manage requests without waiting on hold. Simply visit your practice website, choose what you need help with, and your request will go straight to the right team.

We also recommend making full use of the NHS App, which works hand in hand with your practice website. The app allows you to order repeat prescriptions, book and manage appointments, view test results, and even access parts of your medical record. It's a great way to take control of your health and stay connected with your GP practice, all from your phone or tablet.

By using your practice website, Kaprice, Paco GP, and the NHS App, you can manage your healthcare more efficiently while helping us to provide a smoother service for everyone. So why not take a moment to explore your Primary Care Knowsley practice website today and discover how easy it is to stay informed, connected, and in control of your health.



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GET AN EXTRA LAYER OF PROTECTION THIS WINTER.

**FLU AND COVID-19 VACCINES
REDUCE YOUR RISK OF SERIOUS
ILLNESS.**

Contact a **Primary Care Knowsley Practice** to check your eligibility.

NEW PATIENTS WELCOME

REGISTER ONLINE TODAY

**CLICK
HERE**

We Take Care Of Your Health