



Patient Online – viewing your own medical record.



Many people don't particularly want to access their medical record but others do – and for that reason patients are now able to not only order their repeat medication, make or cancel appointments and view information about allergies, but access has now been made available to 'coded' data in GP records. This means that we can apply to the Practice to access our GP record online. Of course, to keep our information safe, it is vital that the Practice verify a patient's identify before granting access so they will need photo ID and other information before granting this higher level access. More information can be found on the NHS Choices website, just search for 'Patient Online' once on the Choices website, or go to this link.

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/find-and-choose-services/Pages/gp-online-services.aspx>

OR see this link for a copy of a Patient Information Leaflet with frequently asked questions.

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/2015/po-patient-faqs.pdf>

Fundraising

Following patient feedback, several people requested the children's area be reinstated in the waiting room, so the Acorn Patient Team took action and created a colourful and accessible Children's Reading Area with money raised from book sales and other fundraising initiatives. Recent fund-raising activities have included a Christmas raffle and we continue to raise funds from our book sales in the Surgery waiting area.



Following a request from the Practice, the Patient Group have made a significant donation to the purchase of a 24-hour blood pressure monitoring machine. Having an additional machine should help with waiting times for the benefit of patients.

Acorn Patient Team Annual General Meeting took place in December 2015. The draft minutes can be accessed on the Surgery website in the Patient Group area, or a copy has been posted on the Patient Group noticeboard in the Surgery.

What would you like to see as part of this seasonal Newsletter?
Email your ideas to acornpatientteam@nhs.net

Dates for your diary

PPG meeting dates for the first half of 2016 are Tuesdays 6-7pm

23rd February

29th March

26th April

31st May

28th June

Please feel free to come along and see what we do! New members always very welcome. Contact us at acornpatientteam@nhs.net



We are keen to organise further Health Awareness Events and Health Topic Speakers. Please offer your ideas on what you would like to know more about by emailing acornpatientteam@nhs.net or contact Trish Hawitt Palmer at trish.hawittpalmer@nhs.net



Missed Appointments

We recognise that it can be very frustrating when patients have to wait to get an appointment with the GP of their choice – or sometimes have a delay of a couple of weeks before there's a routine, non-urgent appointment available. Increasingly many of our patients contact us with issues that are not chronic but relate to minor illness or who need advice relatively quickly, so we are offering more same-day appointments to cope with this demand. This does reduce the amount of pre-bookable appointments we have available with our GPs and we are constantly looking at ways of delivering a service that meets everyone's needs. However, despite sending appointment confirmation and text reminders the day before the booked appointments, more than 200 patients each month simply don't turn up and don't contact us to cancel if they no longer need or can't make the appointment they have booked. As you can imagine, if we had these 200+ appointments available, patients could see the doctor of their choice and not have to wait very long at all for a routine appointment. We have worked closely with our Patient Group on this issue for some years and, with their advice, taken steps to try to reduce the number of wasted appointments, including installing a dedicated **Appointment Cancellation Line (483133)** so that patients can call without having to be held in a queue on the main phone line. We need your help! Please remember to cancel if you're not planning on coming for your appointment – we can then easily use that appointment for another patient – and one day that patient could be you!

Acorn Surgery Fundraising



The Acorn Team very much enjoy their fundraising efforts and are actively involved in most of the national campaigns to raise awareness and make donations to good causes. You can expect to see the odd Superhero, Pudsey Bear or Comic Book Character throughout the year when you visit the surgery. As ever, normal service can be expected during times of odd-looking outfits and wig-wearing doctors, nurses and receptionists!

*The Practice will be closed for staff training on
February 23rd, April 26th, June 21st*



Don't forget –
if you are
aged 40-74

and don't have a pre-existing health condition, you are eligible to a free NHS Health Check. We can check your blood during the appointment and you can have your result straight away! Just contact us to book an appointment. For more information visit the NHS Choices website or click this link <http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx>

New Staff

We're delighted to announce the arrival of new staff to our Acorn Team. Abby Hill joined us in January as an Admin Apprentice and is learning the ropes in the admin team. We have two new Health Care Assistants, Bobbie Greer who is also an Apprentice and learning the skills required to become a fully-fledged HCA, and Leni Read. We have new and very experienced Practice Nurse, Lynne Burrows who joined us in February and in April we have a new GP Trainee, Dr Thomas Spencer who will be with us until August 2017 and Dr Melanie Buchmann who is with us as part of her 2nd year foundation training from April to July.