

We are pleased to report that the recent Health Awareness Event, 'The Medication Question' which we organised was a great success, offering very useful information to patients not only from the Acorn Surgery but the two other local Practices. It was very well attended and our Clinical Pharmacist, Wendy Chau, explained her expanding role in the Practice supporting GPs to manage patients' medication and dealing with a range of medicines-related queries.

Look out for our next Health Awareness Event planned for the Autumn.

As the Patient Group 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 Trish Hawitt Palmer [trish.hawittpalmer@nhs.net](mailto:trish.hawittpalmer@nhs.net)

## Dates for your diary

PPG meeting dates for the rest of 2018 are Tuesdays 6-7pm

NOTE: JULY MEETING CANCELLED

29<sup>th</sup> August

25<sup>th</sup> September

30<sup>th</sup> October

27<sup>th</sup> November (Annual General Meeting)

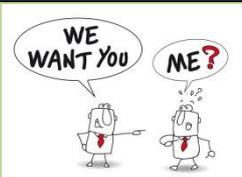
Please feel free to come along and see what we do! New members always very welcome. Contact us at [acorn.enquiries@nhs.net](mailto:acorn.enquiries@nhs.net)

Minutes of meetings can be found on the Practice website.

**Fundraising** Our most recent activities have been substantial donations towards the purchase of a 24-hour ECG machine which means this test can be carried out at the Practice rather than the patient needing to be referred to the Hospital. We have also donated funds for the purchase of a second ear syringing machine so that the wait times for patients to have wax removal can be reduced.

Our fundraising helps the Practice to purchase equipment which is not normally available via use of NHS funds so is of additional benefit to us as patients.

*Do you have any good quality books you no longer need? Please donate them to the Patient Group. We sell books from the surgery waiting area to raise much-needed funds to help expand the service available to patients.*



DO YOU HAVE A SPARE HOUR ONCE A MONTH?  
COME AND JOIN THE PATIENT GROUP!

We are a friendly group of patients who work closely with the Practice to make suggestions about service delivery, make recommendations about the results of the national patient survey and work jointly to plan, organise and deliver regular Health Awareness events. Why don't you join us? Please see the Patient Group area of the Acorn Surgery website for more information.

## It's Summer: Time to Think About Flu!

*The best time to think about Flu is right now! The next flu campaign is coming and we want to get you, the patients, on board. The vaccine for people under the age of 65 who are eligible to a flu jab on the NHS arrives in September, and the special vaccine for aged over 65 patients arrives in October but you can make your appointment for the flu jab from today. You'll be invited to make a prebooked appointment at one of our clinics or to use the drop-in service which was so popular last year. And – don't worry - you'll also get a reminder nearer the time!*

*This year there is an improved vaccine for the over 65s and it's available from the Acorn Surgery. Every flu jab given at the Practice helps secure vital funding. More than this – they have access to your medical record and the history of each patient to make sure they get the right vaccine. So, it's important that you get your Flu jab at the Acorn Surgery. There are other places you could get it, but the best place is right here.*



Thank you to all those patients who called in to cancel their appointments when they no longer needed them or couldn't make it. The **appointment cancellation line 483133** is there for the benefit of patients, so that when a cancellation is made, another patient can have the appointment we cancel.

If you are aged 40-74 and don't have a pre-existing health condition, you are eligible for a free NHS Health Check. Just contact us to book. 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>



### STAFFING NEWS – 'Ins and Outs'

At the end of July we say goodbye after almost two decades at the Practice to Dr Jo Scrivens who is taking time out as a GP to explore other career options which play to her many strengths. We will be very sad to see Dr Scrivens leave the Team but she goes with our very best wishes.



We say 'hello' to Dr Tom Spencer who will join us on an almost full time basis from September as a Locum GP. Dr Spencer worked with us earlier in the year and we are delighted that he is returning to the Team.

We also say a very fond farewell to Dr Gys Fourie who has been at the Practice as a GP Partner for several years. We are fortunate that he will be staying with the Team for a period of time both as a sessional GP and a Vasectomist and we can continue to utilise his vast range of skills in business and innovation.

We are delighted to report that Wendy Chau, our Clinical Pharmacist appointed in January, is fast becoming very valued and vital member of our clinical team as a specialised professional in medicines. Wendy is able to review and revise patient medication and her skills are rapidly developing in clinical assessment, minor injury and long term conditions. As well as undertaking complicated medication reviews and audit, Wendy has been appointed to help support GPs to deal with their ever increasing workload.



We have a new GP Registrar, Dr Jamie Jackson, joining the Team for a year from August. Dr Jackson is in his final year of GP training and will become a valued member of the Acorn Team during that time.

Earlier this year, we appointed two new members to our clinical team, Ellie Gyngell and Yvonne Burns, both Advanced Nurse Practitioners with very broad experience in the assessment, treatment and management of patients.

They support the GPs in dealing with telephone triage and seeing patients who need to be examined or for further assessment. They are specialist clinicians registered with Nursing & Midwifery Council and can see many of the presentations that GPs would normally see and also visit patients at home.



If you contact the surgery for a same-day appointment, it is likely that Yvonne or Ellie will be one of the clinicians who will call you back and will only discuss your case with the GP when clinically necessary. Yvonne who is an independent prescriber is pictured.

### We have a new check-in screen!



We have installed a second check in screen which is situated just inside the waiting area. This complies with DDA regulations as it is easily accessible to patients who use mobility vehicles and wheelchairs, we well as able-bodied patients. Having two self-check-in screens for patients to choose from should help prevent queues at the Reception Desk when patients want to let the Practice know they have arrived for their appointment, and is available in multiple languages.

General Data Protection Regulations (GDPR). As many of you may know, the Data Protection Act was revised in 2018 and seeks to better inform individuals about personal data that is held about them. If you would like to view your medical record, the easiest way to do this is to log into your online record where you can view test results, allergies, medications, and other information held in your record. We are encouraging patients who do not already have access to contact us to request access to their online record. You will need to complete an application form and provide photo ID, following which we will generate log in details for you. For more information see this link

<https://www.nhs.uk/nhsengland/aboutnhservices/doctors/pages/gp-online-services.aspx>