



Health Awareness Day

Monday 28th September 2015

4-7pm at the Surgery

acorn patient team & acorn surgery

**Health
Awareness
Event**

Monday 28th September
2015 4-7pm,
Oaktree Centre

- > BLOOD PRESSURE CHECK
- > FOOT CHECK
- > LIFESTYLE REVIEW
- > MEDICINES ASSESSMENT
- > FREE HEALTHY SNACKS & DRINKS

For the second year running, we are really pleased to have organised a Health Awareness event at the Surgery. This year we have set up the event to incorporate a range of experts and organisations, all with a health focus, to be available for the benefit of patients and anyone in the local community who wants to come along. Everyone will be welcome.

Not only will we have members of the Surgery staff on hand to offer guidance, support and basic health checks, but some of the Pharmacy Team will be available to discuss queries about medicines. A range of professionals from Diabetes UK, MS Centre, Everyone Health, Huntingdonshire Health Walks and others will be on hand to share their information and respond to questions. Last year's free foot health check was so popular the Podiatrist has agreed a return visit and is bringing all her kit!

Tesco Community Space has kindly offered to sponsor the event and will provide a range of free healthy snacks and drinks on the day, hosted by members of the Patient Participation Group – the Acorn Patient Team.

Several of us will be there representing the Patient Team demonstrating how to use SystmOnline, a system that allows patients access to their medical record, a facility to make appointments and to order their repeat medication.

So, please put the date in your diary and come along – bring a friend or relative – and spread the news around the community to let people know they are welcome to attend – whether they are registered at the Acorn Surgery or not!

PPG Charity of the Year 2015



The Acorn Patient Team is delighted to be supporting the **MS Therapy Centre**, a small, self-funded charity in Huntingdon offering a friendly and relaxed drop-in centre welcoming all people with multiple sclerosis and other neurological conditions or simply to feel their best. Our donation towards a new lawnmower was very gratefully received and appreciated by their Caretaker, Ed.

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Fundraising focus

Current Fundraising

Following feedback from patients requesting a children's play area in the surgery waiting room, the Acorn Patient Team have been fundraising to create a Children's Reading Area. Recent activities have included an Easter raffle, stalls at the Riverside Gala day and the Godmanchester Gala.



Donations

Can you help us by donating any unwanted good condition books for our Book Stall in the surgery waiting area? The sale of second-hand books continues to help our fundraising efforts. Just hand over at Reception if you have anything available.



Dates for your diary

PPG meeting dates:

Tuesdays 6-7pm 25th August, 27th October & 24th November.

Please feel free to come along and see what we do!

New members always very welcome. Contact us on acornpatientteam@nhs.net





The Spotlight is on...

Emma Pitts, Practice Nurse



Emma first joined the Acorn Team way back in 2004 as a Health Care Assistant and soon began to demonstrate a taste for expanding her clinical knowledge and skills, much to the delight of Janet our Lead Nurse! Emma developed a range of skills by attending courses, supported by in house training, but

she didn't stop there! Emma worked hard on a practical level and became a hugely valued member of the nursing team, deciding that she wanted to further her clinical role and become an Assistant Practitioner. She enrolled on a Foundation Degree course at the South Bank University, travelling to London to study whilst continuing in her role at the Practice. Emma became a fully qualified Assistant Practitioner in 2010 but her appetite for nursing continued and she made the difficult decision to leave the Practice so that she could study full time on a Nursing Degree programme at Anglia Ruskin University. After two years of hard work and dedication to her studies, Emma qualified as a Registered Nurse in September 2014. We were delighted when a vacancy became available in the Nursing Team and Emma was successful in her application to return to the Acorn – this time with her well-earned Nursing Badge! We know that many of our patients missed Emma whilst she was away and, like her colleagues, are delighted that she is back. Janet Edge, Nurse Partner, said *“it's been really rewarding to see Emma grow both on a personal and professional level and she is truly one of the examples of how staff development works well when supported by the employer – a true example of “home grown”!*

Missed Appointments

We continue with the frustrations of 200+ appointments being wasted each month by patients not turning up. We have been working with our Patient Group for several years on this problem and have implemented a range of strategies to try to tackle the issue, 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 have set up an appointment reminder system which sends a text message to patients the day before their appointment to remind them of the date and time and asking them to cancel if they can't make it or no longer need the appointment. In addition to this we have implemented a range of different ways of offering consultations with doctors and nurses to make access more convenient, including telephone consultations, appointments in the early morning and into the evening, and more recently, Skype consultations. However, the

problem continues and our appointment system is put under additional pressure as many of the patients who miss their appointments, then contact us to book another one! **A plea from the Team – please either turn up, or cancel if you can't come!**



FLU CAMPAIGN

Our vaccine arrives in September and we are already booking patients into the clinics. If you are eligible for a free NHS flu jab, please contact us now to book an appointment and get in early!

Free Health Checks

We are able to offer eligible patients between the ages of 40 & 74 a free 'MOT' to check for the early signs of chronic disease. Ask our Reception Team if you qualify for an NHS Health check or visit <http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx> for more information.



New Doctors

As a Training Practice, the Acorn has doctors on rotation as part of their GP Training Programme.

At the beginning of August we said farewell to Dr Alina Grynik who has been with us since 2014 for her final year in GP Training. Dr Grynik has been appointed at a Practice locally and she took with her our very best wishes and warmest congratulations as she starts her career as a GP. We say hello to two new doctors, Dr Zishan Jiwa a GP Registrar and Dr Justin Hirst who is in his second foundation year as a doctor. Dr Vinothini Armugam who has been with us since April 2015, stays on the team for her final Registrar year until 2016.

Pictured is Dr Justin Hirst.