

**DON'T FORGET** it's our Patient Team AGM on Tuesday 29<sup>th</sup> November, 6pm at the Oaktree Centre. Please come along to find out what we've been up to this year and contribute to the plans for 2017.

Members of the Acorn Patient Team supported the Practice's Annual Flu Clinic on 8<sup>th</sup> October, directing and signposting patients, handing out information, etc. It was a good opportunity to discuss the work of the PPG and generally helped the event run smoothly. Around 400 patients came through the door on the day with around 50 people taking the opportunity to have a Health Screen by the Pharmacy Team, so we were kept very busy helping both the Surgery and Pharmacy staff.

**Fundraising** We continue to raise funds from the sale of good quality second hand books kindly donated by patients. Our most recent target was a substantial donation to the Practice towards a 24-hour blood pressure monitor so that patient wait times are reduced for this test. We have also invested in some promotional materials for the Patient Group, including a transportable banner and large table cover bearing the PPG logo.

#### NEW MEMBERS

We have been fortunate to recruit several new members to the Acorn Patient Team this year. We are a friendly group of patients who work closely with the Practice to make suggestions about service delivery; we have input into and manage the Patient Survey, we 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 here  for our information leaflet or contact the Practice Manager, Trish Hawitt Palmer, for more information.

#### Sign up to Patient Online to view your medical record

Many of us now access our records online so we can order our repeat prescriptions, view allergies, medicines, information in our record and make, amend or cancel appointments. To keep our patient information safe, the Practice needs to see photo ID to verify you before they can release your personal log in details. There's more information here

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



## Dates for your diary

PPG meeting dates for the first half of 2017 are Tuesdays 6-7pm

AGM 29<sup>th</sup> November 2016

24<sup>th</sup> January 2017

28<sup>th</sup> February

28<sup>th</sup> March

25<sup>th</sup> April

23<sup>rd</sup> May

27<sup>th</sup> June

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)

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)

As patients contacting the surgery for an appointment, we are usually asked by the Receptionist to give a brief reason for our request. This isn't because they are being nosy and intruding on our privacy! This is because they have been given clear instructions from our GPs to ask this question so that we can be booked in with the right person for the right length of time, and so the right equipment – if needed - can be available when we attend. There's been some quite unfair reporting in the national press recently – and the Acorn Team really do have our best interests at heart.

**NEED HELP USING THE INTERNET?** Click this link for online help from NHS Choices. <http://www.nhs.uk/NHSEngland/digital-inclusion/Pages/get-online-take-control-of-your-health.aspx>



**Do you feel you are in a mental health crisis? Just dial 111 and choose Option 2 to connect with the right service to offer help.**



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>

We're delighted to announce the arrival of new staff to our Acorn Team.

Dr Danielle Witherick joined us as a GP in August with two new nurses now on the Team, Fiona Stanley and Dragana Abbott.

We also have Dr Tom Spencer who is in his final year as a GP Registrar, as well as other doctors with us from December to April as part of their GP Training.

We continue our commitment to training Medical Students from Cambridge University Medical School.

On 23<sup>rd</sup> September the Acorn Team continued their fundraising by 'Overdoing it in Denim'. Staff, including doctors, nurses and non-clinical staff wore a range of denim outfits for the day to raise money for the Jeans for Genes Charity which funds initiatives that improve the lives of children affected by genetic disorders.



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

Cambridge & Peterborough CCG have launched a campaign

### 'BE SELF-CARE AWARE'

in an attempt to reduce the amount of money spent unnecessarily on medicines that can easily be bought from supermarkets or pharmacies.

These cost the NHS much more to prescribe than they do to buy. In the last year alone £1.2m was spent by our local NHS to treat upset stomachs, £550k on hayfever tablets, £320k on heartburn and indigestion remedies and £1.5m on paracetamol. That's **OVER FOUR MILLION POUNDS!** All of these medicines are available to buy over the counter rather than asking GPs to prescribe.

#### Minor Eye Problems?

If you have a recent problem with your eyes such as soreness, redness or visual disturbance, you can be assessed and treated by the free Minor Eye Conditions Service. Local providers include Gathercole & Ward and Specsavers both on the High Street in Huntingdon.