

## OUR AIM

*Our aim is to support the Practice in service development and improvement in a purposeful way on behalf of the registered patients.*

*Membership is open to anyone registered as a patient at the Acorn Surgery. We are keen to extend our membership to other patients to make sure we have a broad representation of the patients registered at the Acorn.*

*The Group meets on the **fourth Tuesday of each month at the Oak Tree Centre between 6 & 7pm.***

*New members simply turn up to any meeting - come and give us a try - you don't have to commit - just come and see if being a member is right for you!*



acorn patient team

We are patients,  
just like you.

Information about the Surgery's  
Patient Participation Group,  
known as the  
Acorn Patient Team

## WHO ARE WE?

We are your patient group!

We are a relatively small group of acorn surgery patients who take an active interest in our surgery and help support the staff to improve services to patients as a whole.

The Group has a small committee - Chairperson (Martin Wilsher), Treasurer (Dean Bloom) and Secretary (position vacant) who help to coordinate and run the monthly meetings and to keep everyone up-to-date in between meetings, usually by email.

Membership is voluntary and people can have as much or as little input as they wish - or have time for. Nothing will be expected of a member other than what they expect of themselves.

Being a member of the group isn't time consuming or difficult - everyone can play a part and bring ideas, experience and skills. Everyone is made very welcome and is treated with respect and care.

Everything is held confidentially by our members and we respect each other's input.

## WHAT DO WE DO?

We act as the Surgery's critical friend, giving feedback, sharing ideas, offering advice on things from the patient perspective.

We meet once a month to focus on what actions need to be taken, to develop plans and see them through.

We take opportunities to fundraise and to work with Practice staff to organise health-related events on topics chosen by patients that are of particular interest to them. We carry out surveys and act on patient suggestions, advising the Practice on what changes might need to be considered.

We believe that having an active Patient Group helps the Surgery be the very best it can be - seeing patients at the core of their service delivery and plans for the future.

We are a member of the National Association of Patient Participation.



**Acorn patientteam members can be contacted via the Surgery, either by contacting the Practice Manager [trish.hawittpalmer@nhs.net](mailto:trish.hawittpalmer@nhs.net) who will pass messages on to members .**

**A dedicated Patient Group phone number is planned for 2017.**

**Please come and  
join us to help  
shape and  
improve your GP  
Surgery!**