

acornsurgery & acorn patient team

Autumn 2014 Newsletter

Welcome to the first edition of our joint newsletter - please see next page for our patient group's news and important dates for your diary!



The Spotlight is on... Our Carers Champions. The Acorn Team continue their dedicated work in supporting patients who are Carers to make sure they get the help they need and deserve. Acorn received the Gold Award as the most successful Practice in the County for Carer Support. Well done to Sue Hughes and Lorna North, our Carers Champions, supported by Claire Holman, our Patient Carers Lead, Dr Mary Simpson, GP Carers Lead and Trish Hawitt Palmer, Practice Manager.



Staff News

Our most recent Trainee GPs are Dr Alina Grynik, Dr Chris Newark and our foundation doctor is Dr Golnessa Hamedi. Drs Grynik and Newark will be with us until summer 2015.



Staff supported the Jeans for Genes campaign on the 18th September by wearing jeans to work and donating to this great cause for genetic research raising almost £70.

Congratulations to Dr Sobia Khan who became a GP Partner at the Acorn at the start of October. In her new role, she will support the Partnership Team in business development and management of the Practice.



We welcomed Dr Wilma Kotzenberg to the GP Team in July as an Associate GP,

Angela Christmas is our newest recruit to the Admin & Reception Team and is currently in training.

Over 75's Update

If you are a patient aged over 75 you may have seen or heard in the media that you are to have a named GP. Your GP will already be carrying out most if not all of the requirements for you which include ensuring you receive access to all appropriate services and coordination of care with various health and social care professionals. All our patients who fall into this age category have been contacted by letter with the details of their named GP. They can, of course, change their named GP at any time, should they choose and they can see any GP at the Practice if they prefer, not only their named GP.

Flu News

You are eligible to a free NHS flu vaccination if you fit the criteria below. Appointments can be made by patients using SystemOnline - if you are unable to access online features just contact us and we will be happy to make an appointment for you. Eligible patients include all 2,3, & 4 year old children, patients in long stay residential homes, patients aged 65 and over, those under 65 who have a long term condition, carers and pregnant patients. To keep safe and prevent the spread of flu, which can be fatal for some people, please be vaccinated. If you do not wish to have your flu jab, it is important that you let us know so we can record this in your medical record.

From 1st December NHS England introduces the **Friends & Family Test** and patients will be asked **"How likely are you to recommend our service to friends and family if they needed similar care or treatment?"** Patients will have the opportunity to respond on our website or by completing a form when in the surgery.

To get up-to-the minute news, messages and information, please LIKE our facebook page or follow us on Twitter.



01480 483133 - PLEASE DON'T FORGET TO USE OUR APPOINTMENT CANCELLATION LINE IF YOU CAN'T KEEP YOUR APPOINTMENT. WE CAN THEN USE IT FOR SOMEONE ELSE AND IT WON'T BE WASTED.

To help prevent queues forming at the Reception Desk, please use the self-check in screen on arrival for your appointment.



Opening Times

Reception is open Monday to Friday 8am-6pm. The Surgery is closed at weekends.

We have early morning appointments available on Mondays from 7.30am and in the evenings on Tuesdays & Thursdays.

Patient Participation Group News

Our Patient Participation Group meets on the last Tuesday of each month at the Oak Tree Centre between 6 & 7pm, to discuss patient suggestions, members ideas as well supporting the Practice to develop and incorporate improvements for the benefit of staff and patients. Membership is open to all registered patients and new members can simply turn up to any meeting or contact the Patient Team acornpatientteam@nhs.net



The Spotlight is on... Carol Primett, Acting Chair

I joined the Acorn Patient Group in September 2013 and expressed an interest in working closely with the surgery to look at different ways to reduce the high incidence of missed appointments recorded each month. I was also keen to identify and introduce different methods of communication to encourage patients to feedback their thoughts (both positive and negative) and suggestions on where improvements can be made.

At the beginning of this year, I decided to set myself a few challenges to try and improve my fitness through walking and running. Over a few weeks I built up my running and took part in my first Park Run at Hinchingbrooke in March, followed by a couple of 10k races in the summer and entered the Peterborough half marathon earlier this month. I recently completed Hadrian's Wall, starting at Wallsend and finishing 6 days and 84 miles later in Bowness on Solway.

Keeping active and healthy is the focus of our Mini Health Check & Care Awareness Day and our fundraising initiative – you can find out more below.

We have welcomed a number of new members during the last 6 months and look forward to seeing you at one of our meetings, please drop in if you are interested in finding out more, we would love to see you.

Fundraising

PPG member Fran Lacey very kindly donated a ladies bicycle as a raffle prize which proved to be extremely popular, raising £100. Pictured is our winner

We are looking for donations of good quality second hand books to sell in our waiting area as part of our continued fundraising efforts. Please just drop off at Reception.



PPG National Awareness Week June 2014

The second National Patient Participation Awareness week was held from Monday 2 to Friday 6 June with the aim of raising awareness of the importance of patient participation across the country. The first PPG was started in 1972 by GP's and there are now more than 850 PPG's in dental practices and pharmacies. Acorn PPG members were on hand at the surgery to talk to patients and explain the work of our Group.



Current fundraising

We are currently raising money to buy a Health Monitor for the Practice so that patients can help to promote their own good health. These types of monitors are extremely user-friendly with visual and audio step-by-step instructions to measure height, weight, blood pressure, pulse rate and body mass index (BMI). Patients can use the machine in a private place in the waiting area whilst waiting to go in to see the doctor or nurse, or can just pop into the surgery at their convenience. The machine will provide a print-out of the measurements for reference. The more money we raise, the sooner we can raise enough funds to make the purchase.

Tombola

Can you help us by donating bottles and tins for our tombola on Tuesday 4th November at the Mini Health Check & Awareness event? If you can spare an odd tin, packet or bottle, please just hand in to Reception. Many thanks.

Dates for your diary

4th November Mini Health & Care Awareness Day in the Community Room - **come and have a free MOT**. Drop in anytime between 4pm & 7pm. Raffle, tombola and free prize draw entry for all patients who come along.

25th November Acorn Patient Team (Patient Group) meeting 6 - 7 pm at the Surgery. New members always welcome!

16th December Acorn Patient Team AGM 6pm in the Community Room. Everyone is welcome to attend. There will be tea, coffee, mince pies and the Christmas Raffle draw.