

# **WELCOME**

to the

# **acornsurgery**

Based at the Oak Tree Centre, Huntingdon



Telephone: **01480 483100**  
Email: **[acorn.enquiries@nhs.net](mailto:acorn.enquiries@nhs.net)**



## Welcome to the Acorn

This booklet is designed to give you some information about our Team and the services we provide. The surgery building is purpose-built with all clinical areas accessible to the disabled. We are a growing, medium-sized Practice with an enthusiastic team dedicated to developing a modern service. Our mission is to provide the same quality of care we would expect our own families to receive.

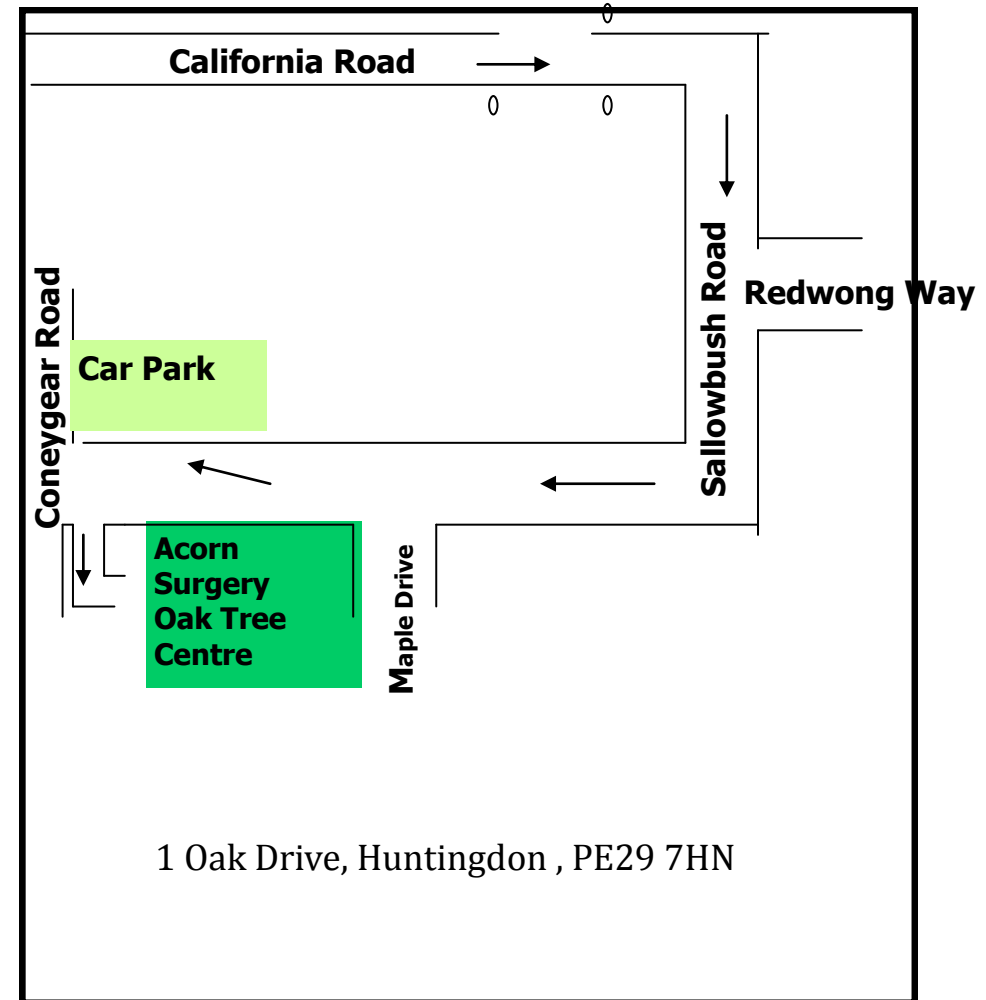


If you decide to register as a patient with us you need to do is come into Reception and complete a form or register on-line from our website. If you are on repeat medication, you should bring your repeat slip with you when you next request medication or have your first appointment, giving 48 hours' notice excluding weekends and bank holidays.

All our patients are registered with the Acorn Surgery, rather than a specific doctor. You can make an appointment to see any of our Doctors, male or female, or you can let us know if you prefer to have a 'usual' doctor.

It is vitally important that you attend any appointments you have made or have been sent and it is crucial that you arrive promptly. If you arrive 10 minutes or more after your booked appointment time, you may not be seen and will have to re-book. If you are unable to keep an appointment, please remember to telephone the Surgery to let us know so that we can offer the appointment to another patient.

Appointments are 10 or 15 minutes long and patients should see the doctor or nurse with only one problem during this time. If you have more than one issue to discuss, please let the Receptionist know at the time of booking so that she can organise an appointment of the right length. You will be asked for brief details by the Receptionist so that this information can be passed to the doctor or nurse.



The Practice is contracted by NHS Cambridgeshire to deliver medical services in the area. NHS England East Anglia, Lockton House, Clarendon Road, Cambridge. Tel 01223 725400

## Practice Area

Our Practice catchment area is wide and we are happy to register patients who live in any of the areas listed below.

- ◇ **Huntingdon**
- ◇ **Godmanchester**
- ◇ **Hartford**
- ◇ **Wyton**
- ◇ **Wyton on the Hill**
- ◇ **Houghton/St Ives border**
- ◇ **Kings Ripton**
- ◇ **Abbots Ripton**
- ◇ **Broughton**
- ◇ **Old Hurst**
- ◇ **The Stukeleys**
- ◇ **Brampton**
- ◇ **St Ives**

*If you are registered with us and move out of the area, it may still be possible to remain on our list if you wish, as we have an 'outer boundary'. Please contact us if you wish to discuss this.*



## Contact Information



Telephone number:	01480 483100
Fax number:	01480 483101
Email address	acorn.enquiries@nhs.net
Website:	www.acornsurgery.com

### cancelling appointments

Telephone appointment cancellation line - patients can **dial 01480 483133 to leave a message** to cancel their appointment if they no longer need it. Each month, over 250 appointments are wasted when patients fail to turn up for appointments that they have made and don't let us know they no longer need their appointment. Please telephone the Surgery in good time if you want to cancel your appointment, so that we can offer this to someone else.

We text appointment dates and time reminders to patients on their mobile phone - if you do not wish to take advantage of this service, please let one of our Reception Team aware.

### Your medical record

Our computer system helps us to provide high-quality services and we can reassure you that information held on computer is available only to authorised Practice staff and confidentiality is respected at all times and in all situations. We are registered under the Data Protection Act and comply fully with its requirements.

**It is important that patients are aware that it is our policy not to tolerate any violent, abusive or offensive behaviour towards any of our staff or other patients. In such cases, any patient acting inappropriately may be removed from our list.**

# Our Practice Teams

## DOCTORS

### Dr Susan Stanton, Senior GP Partner

Graduated from Bristol University in 1978, MB, ChB, MRCP, DCH, DRCOG, Dip Chinese Med, Dip Med Ed.

Dr Stanton's special interests include women's health, child health, contraception, complementary medicine. Dr Stanton is an experienced GP Trainer and also the Safeguarding Lead for the Practice.

### Dr Mary Simpson, GP Partner

Graduated from St Bartholomew's London in 1999, MB, BS, DRCOG, MRCP, Dip Med Ed.

Dr Simpson's special interests include child & teenage and women's health and she is a GP Trainer.

### Dr Gysbert Fourie, GP Partner

Graduated from University of Free State Bloefontein, South Africa. MB Chb, MRCP.

Dr Fourie's special interests include men's health, minor surgery, orthopaedics, joint injections and vasectomy. Dr Fourie is a GP Trainer.

### Dr Damian Schembri, GP Partner

Graduated from UCL London in 2007, MBBS, BSc, MRCP

Dr Schembri deals with a broad range of general practice has a particular interest in psychiatry, children's health and GP commissioning.

### Dr Jo Scrivens, Associate GP

Graduated from Leeds University in 1996, MB, ChB, MRCP, DRCOG, DFFP, Dip Med Ed.

Dr Scrivens covers a broad range of general practice with a special interest in medical education and GP training.

### Dr Sobia Khan, Associate GP

Graduated from India in 1997, MBBS, MRCP.

Dr Khan's special interests include paediatrics, mental health and women's health. She qualified in paediatrics with the Royal College of Paediatrics & Child Health. As well as English, Dr Khan is also fluent in Urdu. She is an Associate GP Trainer.



CRUSE (bereavement support)	01480 414511
Gainsborough Foundation (alcohol support service)	07809 777 166
Addaction drug treatment service	01480 413800
FRANK (young people's drug support)	0800 77 66 00
Samaritans	08457 909090
Relate	01223 357424
Citizens Advice Bureau	01480 388900
Cintra (translation service)	01223 346870
CAMQUIT (smoking cessation)	01223 884418
Macmillan Nurses	01480 416283

## Useful Telephone Numbers

Hinchingbrooke Hospital	01480 416416
Peterborough Hospital	01733 874000
Addenbrookes Hospital	01223 245151
Edith Cavell Hospital	01733 874000
Social Care Support	0345 045 5202
Social Services (out of hours)	01733 561370
Benefits Agency	01733 297600
Registrar of Births and Deaths	0345 045 1363
Red Cross	01480 453629
Emergency Dentist	01480 363760
OUT OF HOURS EMERGENCY GP (Urgent Care Cambridgeshire)	03333 320 626
Crossroads Care, Cambridgeshire	01480 499090
Age UK (Age Concern)	0800 169 6565



## NURSING TEAM

### Janet Edge, Nurse Practitioner / Nurse Partner

Janet's special interests include monitoring of long term conditions, eg. diabetes, asthma, COPD, heart disease. She is qualified to treat minor illness, family planning, smoking cessation, healthy living and is a nurse prescriber. Janet has shared responsibility for the organisation of the Practice in her role as Nurse Partner and she manages the Nursing Team.

### Elizabeth Herrington, Practice Nurse

Liz is a nurse prescriber and is trained to deal with a range of minor illnesses. She specialises in monitoring long-term conditions such as asthma and COPD and also undertakes cervical smears, contraception checks and a broad range of nursing duties.

### Hannah Campion, Practice Nurse

Hannah deals with a range of minor illnesses and hypertension management. Hannah has recently completed her Advanced Clinical Skills course to expand her service to patients.

### Tricia Lake, Practice Nurse

Tricia leads on childhood immunisations and travel health. She also deals with a range of treatment room nursing duties, supporting the broad range of skills of our nursing team.

### Bonnie Jackson, Health Care Assistant

Bonnie is currently undertaking her nurse training and has expanded her skills to include spirometry, cervical smears, ECGs, blood pressure monitoring, wound management, smoking cessation support and weight management.

### Beverley Thwaites, Health Care Assistant

Bev undertakes ECGs, blood pressure testing, dressings, spirometry, smoking cessation advice, cervical smears and NHS health checks.

### Shireen Day, Phlebotomist

Shireen undertakes venepuncture and takes blood for testing, as directed by the clinical team.

## The Admin<sup>6</sup>, Reception & Secretarial Teams

<b>Vicki Pilkington</b>	Team Leader
<b>Christine Rulman</b>	Practice Secretary
<b>Chloe McInroy</b>	Medical Secretary/Administrator
<b>Joanne Clark</b>	Medical Secretary/Administrator
<b>Fiona Hawkins</b>	Prescription Administrator
<b>Alex Farmer</b>	Prescription Administrator
<b>Heidi Uzunhasanoglu</b>	Administrative Assistant
<b>Louise Barnett</b>	Reception Administrator
<b>Val Warner-Howden</b>	Reception Administrator/ Prescription Clerk
<b>Sharon McCluskey</b>	Reception Administrator
<b>Sue Hughes</b>	Reception Administrator
<b>Emma Leach</b>	Reception Administrator/ Prescription Clerk
<b>Eileen Harris</b>	Reception Administrator
<b>Tracey Brown</b>	Scanning Clerk
<b>Tanzeem Ahmed</b>	Notes Summariser/Administrator
<b>Lorna North</b>	Admin Assistant (Apprentice)
<b>Tom George</b>	Admin Assistant (Apprentice)

### Management & Finance

Patricia Hawitt Palmer, Practice Manager / Managing Partner  
Trish has responsibility for the day-to-day organisation and strategic management of the Practice and for supporting the clinical and administrative teams to ensure the surgery runs smoothly.

Sue Jacka, Finance Administrator  
Sue deals with the day-to-day organisation of staff payroll, purchasing, accounts,, payments and invoicing for the Practice.

### Community Staff

<b>Amy Hills</b>	Midwife
<b>Karen Stewart</b>	Health Visitor
<b>Naomi Sawyer</b>	Health Visitor Assistant
<b>Michelle Siggins</b>	Community Matron
<b>Barbara Brown</b>	District Nursing Sister

## Carers Service



The Practice is keen to support carers and has received an award for the quality of our service given to carers. The Practice has regular social events for carers. Enquire at Reception for more details about our Carers' Group.

We have Carers Champions who co-ordinate our work with patients who are on our Carers Register. Carers can be referred to specialist services for support. If you are a Carer please let our Receptionist know so that we can better meet any specific needs you may have.

## Training & Research Practice

The Acorn became a Training Practice in 2002 and the excellent work in this area has now taken them to Advanced Training Practice status. Doctors who want to become GPs continue their training with us and work at the Practice as part of this training. They are fully supervised by Acorn GP Trainers. You may be offered an appointment with one of our training doctors. We also have medical students, nursing and pharmacy students at the Practice as part of their specific professional training; you may be asked if a student can sit in on your consultation and you can, of course, decline this request.



## Research

We are a Research Active Practice involved in national studies and research projects and you may be asked if you wish to take part in a research study of some kind. You are completely at liberty to decline any such request and your full consent will always be obtained.

## Patient Groups



### Patient Participation Group

We have a very active and dedicated Patient Participation Group (PPG) known at The Acorn Patient Team. They are all registered patients who help us to improve our communication with patients and to meet the needs of different patient groups. We want to build on the good work and excellent services we already offer to develop the Practice. The members act as our 'critical friend' and also organise fund-raising and education events. Their monthly meetings are open to any registered patient to attend and are held on the last Tuesday of each month 6-7pm at the Oak Tree Centre.

### Patient Reference Group

In 2011 we established a different type of patient group - a Patient Reference Group (PRG) which operates slightly differently to our PPG. The PRG is a virtual group with whom we communicate via email. Patients identify topics linked to the surgery that they wish to be consulted on or informed about. If you are interested in joining either of our patient groups, please contact our Patient Group Co-ordinators, Val Warner Howden or Trish Hawitt Palmer or leave your details at Reception and we will contact you with further information.

### Young Patients' Group (new for 2014)

We are setting up a group for our young patients, aged 13 to early 20s to address specific issues that young people have and to tailor our services to suit. More information available from our Practice Manager.

## Surgery Opening Times

Monday	8.00 am - 6 pm
Tuesday	8.00 am - 6pm
Wednesday	8.00 am - 6 pm
Thursday	8.00 am - 8 pm
Friday	8.00 am - 6 pm

Saturday & Sunday                      Closed

Appointments with a Nurse or Doctor will generally be available during these times. The Reception Desk is closed between 1 and 2 pm each day but can be contacted by telephone in emergencies.

We offer an extended hours facility, with appointments until 8pm on Thursdays and some Tuesday evenings. with a GP and nurse. All our GP appointments are available to book on line direct by patients direct .

To make an appointment telephone  
01480 483100

come to the Reception Desk or book online\*

*\*available to patients to apply to the surgery for a user account—  
please contact Reception.*

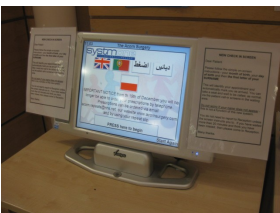
### Triage Service

If you need an urgent, same day appointment or need urgent advice, telephone Reception on 01480 483100; the Receptionist will take some details from you and either make you an appointment direct or pass your number to our Emergency Doctor or Nurse who will telephone you.

You can expect to be asked a few simple questions by our Reception Team regarding your problem so that this information can be passed to the clinician.

## The self check-in computer

To ensure that you meet your appointment time and to save you queuing at Reception, it is quicker to use our check in screen situated to the right of the reception desk. Simply follow the on-screen instructions and take a seat! You will be called automatically by the doctor or nurse to the appropriate consulting room - keep an eye on the board in the waiting room for your name.



## Telephone advice & consultations

If you need to speak to a Doctor or Nurse, or have a problem which can be dealt with over the telephone, leave your details with our Receptionist and a GP or nurse will call you. We also offer pre-bookable telephone consultations for patients where appropriate, which will save you a visit to the surgery. Ask the Receptionist for details.



## Home visits

You will be asked to attend the Surgery wherever possible as you can be seen more quickly here than have a doctor visit your home. If you are housebound and need a visit, **telephone 01480 483100 before 11.00 am.** Your call will be returned by a Doctor, to organise to visit if necessary.

## Urgent appointments

There are dedicated appointments with the Doctor or Nurse saved each day for emergencies. Please inform the Receptionist if you need to see the Doctor urgently.

## Test Results are available AFTER 2pm

To obtain the result of your blood test, x-ray or other investigation, please telephone the Surgery after 2pm when we will have staff available to help you.

## Health Education Events

The Practice holds regular special events on issues such as men's health, general health checks, healthy eating, diabetes care, medicines management, dementia, disease prevention, foot care, etc. These are usually held in the evening and give our patients an opportunity to learn more about particular topics. See our Practice Newsletter or posters in the waiting areas for further information.

## Cervical smear screening

Women will be called for a routine cervical smear every 3 - 5 years depending on their age. This appointment can be booked with one of our fully trained Nurses.

## Chlamydia Screening



Our surgery is part of the National Campaign to prevent the spread of sexually transmitted diseases, specifically Chlamydia. This is the most common sexually transmitted infection and 1 in 10 sexually active under 25 year olds will have this without having any symptoms. If untreated, the disease can cause infertility.

We encourage all patients aged 15 - 24 years to take a simple test for Chlamydia. This can be done by a simple urine test whilst in the surgery and the result will be sent direct to the patient, via text, email or post.



## Family planning

### Vasectomy Service

We hold a weekly vasectomy clinic, run by our GP Partner, Dr Gysbert Fourie, who is a qualified Vasectomist and a member of the British Association of No-Scalpel Vasectomists, The no-scalpel technique is the method of choice as this procedure causes less bruising, bleeding and swelling than the traditional procedure and requires no stitches.

The clinic is run from our modern, bright and fully equipped Minor Surgery room and patients can expect an excellent service - before, during and after their operation. If you are interested in this method of contraception, please make an appointment as patients must be referred to the service by a GP.

We offer a range of other family planning services including emergency contraception (morning after pill), coil insertions, contraceptive implants, etc. Speak to one of our Team for further information.



### Minor Surgery Clinics



We perform a wide range of minor surgical procedures at the Practice such as joint injections and removal of some types of moles and warts. Ask the Doctor for advice.

### Acupuncture

One of our doctors holds qualifications in acupuncture and will be happy to discuss the benefits of this alternative therapy with you.



## Accident & Emergency

We work closely with our colleagues at Hinchingsbrooke Hospital to ensure that NHS services and funds are used appropriately. Please only use the A&E department if you have a genuine emergency or accident which cannot be dealt with by the Acorn Surgery doctors. **Unless you have a life-threatening emergency—when you should dial 999— if you need care during normal surgery hours, please contact us first and we will either see you promptly at the surgery or offer appropriate advice.**



### Out-of-hours & NHS111

If you need medical attention urgently when the Surgery is closed either telephone the surgery number and you will be transferred automatically to NHS111 or dial 111 direct. NHS111 is a national telephone help line available 24 hours a day for advice on urgent health matters; staff there will be able to guide and advice you on the best service to deal with your situation. It is for urgent situations that aren't life threatening. They can be contacted any time, when the surgery is open or closed. If appropriate, they will direct your call to the GP out of hours service.

Please note that the our of hours service is unable to deal with routine Acorn Surgery enquires and you should telephone the surgery during normal working hours with routine enquiries that are non-urgent.

### Minor injuries Service

If you hurt yourself or have an injury (for example, scald, minor burn, cut, graze, sprain, bruise, bite or sting) you can be treated promptly in the Surgery without the need to go to the Accident & Emergency Department.

**Telephone 01480 483100** for advice.

## Change of details

If you change your name, address, home or mobile telephone number or email address, particularly if your number is ex-directory, please inform us. It may be important for us to contact you at home or work. You can change your details via our website.



## Complaints

If you have a complaint about any part of our service we would like to hear about it as we aim to provide the very best service to our patients. Trish Hawitt Palmer, our Manager, will help you through the complaints procedure if you find you need to make a complaint or to discuss something you are unhappy about.

## Suggestions

A suggestions box is available next to Reception. We welcome any comments about our services, good or bad and, with your help, we can continue to improve our services to patients.

## Practice Newsletter

A Practice Newsletter is published usually on a regular basis when we share updates on new services, health information, forthcoming events and any planned changes to our services. Contributions from our patients are always welcome. Sign up from our website to receive the Newsletter direct to your email address as soon as it is available.

## Chronic disease clinics

We run Nurse-led clinics to monitor patients with medical conditions such as asthma, diabetes and heart disease. The experienced nursing team will advise you if you need to see the doctor about your condition.

## Travel advice

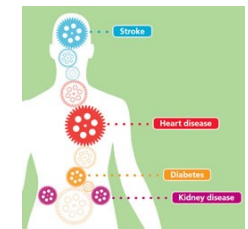
Please check your requirements with the Practice **at least 6 weeks before** you travel. Vaccinations and malaria advice are available at the Surgery. A charge will be made for some vaccinations not available on the NHS.



## Health checks

Everyone is at risk of developing heart disease, stroke, type 2 diabetes or kidney disease but these diseases can often be prevented. We offer the NHS Health Check at the Surgery to adults between the ages of 40 and 74. We will assess your risk and offer personalised advice on how to reduce it. The check includes:-

- height & weight measurement
- urine testing
- cholesterol test
- blood pressure check
- dietary advice
- smoking advice
- exercise advice



The checks are carried out by our nursing team. If you wish, we can refer you on to our Personal Health Trainer to give you tailored support and guidance on your health and wellbeing.

## Additional Services

### Primary Care Mental Health Team

If you have a problem which you would like to discuss with a mental health worker please speak to a Doctor so you can be referred to the clinics which are held in our Surgery each week. We offer support for a range of issues such as anxiety and depression, return to work advice or any anxiety-related concerns.

**Gainsborough Foundation** - special counsellors work with our team in the surgery to see people with alcohol problems. They provide a dedicated 1-1 confidential service to support people and their relatives with alcohol related issues, including detoxification if necessary. Ask at Reception or one of the doctors about the service.



**Richmond Fellowship** - a specialist provider of mental health services with staff to help patients experiencing problems with employment due to a mental health problem. Ask for further details if this affects you or someone you know.

**Stop Smoking Clinics** - our specially-trained staff are very keen to help patients who want to quit smoking. Non-judgemental advice, guidance and one-to-one support is available either face-to-face or on the phone - whichever the patient would prefer. Stop smoking aids are available for patients on prescription. If you want to quit smoking, you are 9 times more likely to be successful if you get help.



Make an appointment to see one of our Team.

## Repeat Prescriptions<sup>11</sup>

These can be ordered -

**In person**

**Post in the red prescription box next to Reception**

**Via SystemOnline**

**Obtain log in details from Reception**

**Via our website**

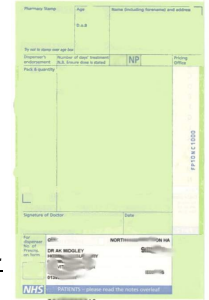
**www.acornsurgery.com**

**Email**

**acorn.repeats@nhs.net**

**By post**

**please send a s.a.e.**



For safety reasons, please allow 2 working days\* for us to process your prescription excluding weekends and public holidays. \*if submitted before 2pm

Our Practice policy is to prescribe 28 days' supply. In exceptional circumstances individual cases will be considered by our GPs.

If you wish to take advantage of the repeat prescription collection service organised by local chemists, you will need to speak to the individual pharmacy and they will explain their procedure to you. We are happy to send your prescription to a local chemist for dispensing and collection.

### On-site Pharmacy



We are fortunate to have a Pharmacy on the same site as the Practice which is accessible just off our waiting area. We enjoy excellent working relationships with the Pharmacist and his dedicated team. They are happy to dispense any

medications for patients and keep a well stocked chemist's shop alongside the dispensary. They can advise you on any minor illness and appropriate treatment.

## Services for Children

### Antenatal clinic

These clinics are run by Midwives and appointments can be booked in by telephoning the surgery or calling in to the Reception. The clinics are held on Tuesdays and Fridays between 9.00am and 11am.



If you have any questions about your maternity care, the Midwives can be contacted via the Surgery Reception.

### Immunisation Clinics

These are usually held on Thursday mornings. Immunisations are an important part of protecting a child's health. If you need further information about vaccinations, please discuss your concerns with the Health Visitor or Doctor. Appointments for immunisations are sent by post.

There is ample room for buggies in our middle waiting area near the Immunisation clinic room.



### Baby & Toddler Clinics

This is a drop-in session for babies and children run by the Health Visitors. You can have your baby weighed and measured then discuss any health, social or development queries with the Health Visitor. Thursdays 9.30 – 11.00 am, Community Room, Oak Tree Centre.

### Children's Toys

In order to prevent cross infection, we no longer have toys available in the waiting areas. Parents are very welcome to bring a toy with them for their child to play with if they wish whilst they wait for their appointment with the doctor or nurse.

## Development and behaviour

At present all children are offered a check at **6-8 weeks**. Please attend the Baby Clinic prior to this appointment to have your baby's height and weight measured. Please note - your baby **must** have their 6-8week check before they can have their first immunisations.



When children are 2 years old, families are sent an information pack and questionnaire "**Your Child's Development and Behaviour**". Please complete the questionnaire included with this and return it to the Surgery so the information can go into your child's record. Research shows that parents' concerns are an accurate way of screening a child's development. If you are worried about your child's development, please contact your Health Visitor.

Health Visitor's telephone number

01480 418683

01480 418684

### Common ailments in children

We have a section on our website [www.acornsurgery.com](http://www.acornsurgery.com) offering advice on what to do when your child is ill. This offers guidance but if you are concerned about your child's health, please make an appointment with one of our clinical team.

