

May 2025 edition

# acornsurgery



The Oak Tree Centre  
1 Oak Drive  
Huntingdon  
Cambridgeshire  
PE29 7HN

Website: [www.acornsurgery.com](http://www.acornsurgery.com)

If you would like this leaflet in a large print or a different language, please let us know.



# acornsurgery

Based at the Oak Tree Centre, Huntingdon



Telephone: **01480 483100**

**(Out of Hours Service 111)**

Website: [acornsurgery.com](http://acornsurgery.com)

Core Opening Hours: Mondays to Fridays – 8am to 6pm



Follow us on



## Registering at Acorn Surgery

You can register as a patient online via the NHS App, NHS website, via our website or by completing a form and health questionnaire available from the Surgery.



**If you are on repeat medication it is important for you to supply a copy of your repeat slip / photo of your medication boxes when you register and making sure you have sufficient medication from your last GP Surgery as we will need 5 working days notice excluding weekends and bank holidays for your repeat prescription to be ready for collection from the Pharmacy of your choice.**

**Parents registering their children must provide evidence of the child's immunisations.**

All our patients will be allocated a named GP but you can make an appointment to see any of our Doctors, male or female, or you can choose to change your named GP at any time.

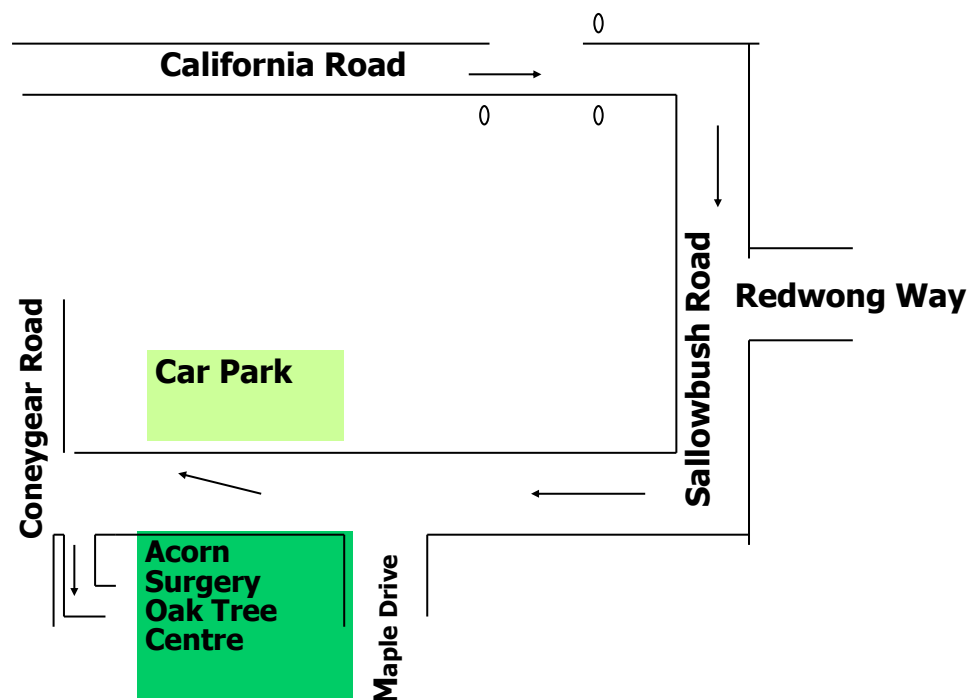
We meet the requirements of the Accessible Information Standard and are able to offer patients enhanced support should they require it due to a sensory or physical disability, or language need. You can tell us about your specific needs so that you are more easily able to access information in line with your needs via our online form via our website or by contacting one of our Patient Service Coordinators working in Reception.

Staff are appropriately screened, trained and up-dated in safeguarding issues to protect children and adults at risk who are registered at our Practice.

Our computer system helps us to provide high-quality services and we can reassure you that information held in your medical record is available only to authorised staff and confidentiality is respected at all times and in all situations. Your information will only be shared with organisations directly involved in your care if you have been referred for specialist opinion or treatment. We are registered under the Data Protection Act and comply fully with its requirements. All staff undergo training in information governance & confidentiality.

We operate an electronic prescription service to save you having to collect your prescription from the Surgery. You can simply nominate a pharmacy and when you order your repeat medication, we will send this electronically to them for you to collect.

It is important that patients are aware that we operate a Zero Tolerance to Abuse Policy and will not tolerate any inappropriate or offensive behaviour towards any of our staff or other patients. In such cases, any patient acting inappropriately may be de-registered.



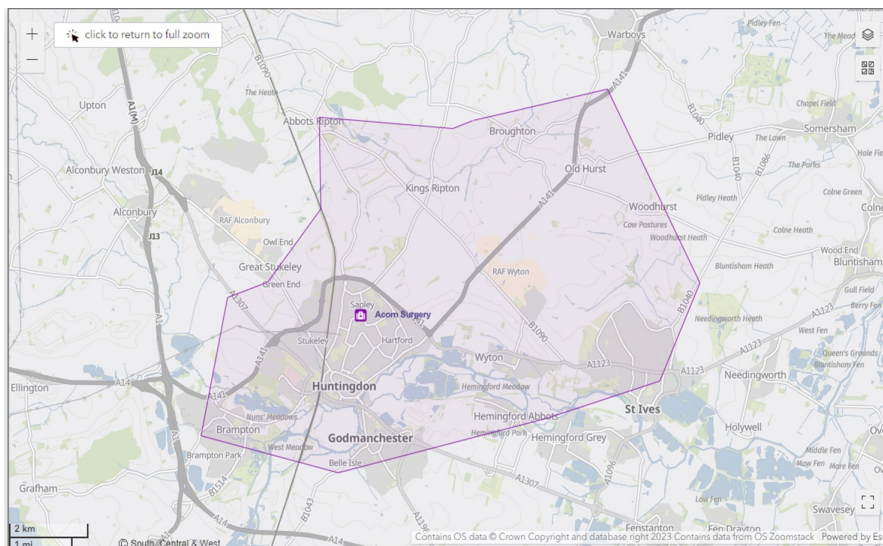
1 Oak Drive, Huntingdon ,  
PE29 7HN



The Practice is contracted by  
NHS England to deliver medical services .

## 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**
- ◇ **St Ives (limited)**
- ◇ **Houghton**
- ◇ **Kings Ripton**
- ◇ **Abbots Ripton**
- ◇ **Broughton**
- ◇ **Old Hurst**
- ◇ **The Stukeleys**



## Contact Information



**Telephone number:** 01480 483100

**Website:** [www.acornsurgery.com](http://www.acornsurgery.com)

We offer telephone and face to face consultations with our clinical team. It is possible to book on the day and in advance on some days. You can ask for an appointment with a GP of your choice or can be booked with any other appropriate clinician if you require a same-day appointment.

It is crucial that you attend and arrive promptly for any face to face appointments at the surgery and that you are available to take any telephone consultation appointment you have booked. If you arrive late for your appointment you may not be seen and will have to re-book.

If you are unable to keep an appointment, please remember to let us know so that we can offer the appointment to another patient., this includes any telephone consultation appointment you may have booked.

### Cancelling appointments

Appointments can be cancelled via the NHS App and or by calling our dedicated telephone line **dial 01480 483133 to leave a message.**

Each month over 200 appointments are wasted when patients fail to turn up for appointments that they have made and don't let us know they are no longer coming. Please let us know in good time if you want to cancel your appointment, so that we can offer this to someone else.

We send text confirmation of appointment details and send a reminder the day before the appointment to patients on their mobile phone.

### Patient Online

Patients have the facility to request access to their full perspective medical record online via the NHS App.

You can

- check your test results,
- cancel appointments,
- view and order repeat medications,
- View clinic letters and consultations dating from November 2023

Visit our website for more information on how to register.

## Our Clinical Team

### Dr Mary Simpson, Senior GP Partner

Graduated from St Bartholomew's London in 1999, MB, BS, DRCOG, MRCGP, Dip Med Ed. GP Trainer. Dr Simpson's special interests include child & teenage and women's health. She is Children & Young People Safe-guarding Lead and Registered Manager with the Care Quality Commission.

### Dr Sobia Khan, GP Partner

Graduated from India in 1997, MBBS, MRCGP. GP Trainer & adult safe-guarding lead. Dr Khan's special interests include paediatrics, mental health and women's health. She is the Adult Safeguarding lead and qualified in paediatrics with the Royal College of Paediatrics & Child Health. As well as English, Dr Khan is also fluent in Urdu.

### Dr Simon Leveritt, GP Partner

Graduated from University of Nottingham 2013, BMedSci, BM BS, MSc, MRCGP. Dr Leveritt deals with a broad range of general practice and has particular interests in minor surgery, joint injections, and infectious diseases.

### Dr Tom Spencer, Associate GP

Graduated from University of London 2012, MBBS, MRCGP. Dr Spencer is Prescribing Lead and has a special interest in dermatology

### Dr Hina Abbasi, Associate GP

Graduated from Pakistan in 2008 MBBS, MRCGP.

### Dr Ashaari Shah, Salaried GP

Graduated from Kings College London 2013 MBBS, MRCGP.

### Dr Emily Wilkinson, Salaried GP

Graduated from Oxford University in 2005 BM Bch, MRCGP

### Eleanor Gyngell, Advanced Nurse Practitioner

Ellie brings a breadth of experience in the Advanced Nurse Practitioner role, providing GP support with on the day care across a range of clinical conditions. Ellie has a special interest in elderly patient health and end of life care.



CRUSE (bereavement support)	01223 633 536
Inclusion Drug & Alcohol Service	0300 5550101
Richmond Fellowship Employment Support	01480 456257
Citizens Advice Bureau	01480 388900
Samaritans	<b>DIAL 116 123</b> FROM ANY PHONE
Relate Relationship Counselling	01302 347866
Macmillan Nurses	0808 808 00 00
CAMQUIT (smoking cessation)	0800 018 4304
Newtown Centre Mental Health Team	01480 415340
Non urgent hospital transport	0345 6038117
Cambridge Translation Services	01223 346870

## Useful Telephone Numbers



Hinchingbrooke Hospital	01480 416416
Peterborough Hospital	01733 678000
Addenbrooke's Hospital	01223 245151
Papworth Hospital	01223 638000
OUT OF HOURS EMERGENCY GP	111
Social Care Support (Social Services)	0345 045 5203
Social Services (out of hours)	01733 234 724
Benefits Agency Helpline	0800 144 8444
Registrar of Births and Deaths	0345 045 1363
British Red Cross	0344 871 1111
Cambridge Emergency Dentist	01223 366044
Caring Together (formerly Carers UK)	01480 499090
Age UK (Age Concern) Helpline	0300 666 9860
Cornerstone Pregnancy Advice	01480 457711

## GP Availability

**Dr Simpson Monday, Wednesday & Friday**

**Dr Khan Monday, Tuesday, Wednesday & Thursday**

**Dr Leveritt Tuesday, Wednesday & Friday**

**Dr Spencer Monday, Tuesday & Friday**

**Dr Abbasi Tuesday, Wednesday & Thursday mornings**

**Dr Shah Monday, Wednesday & Thursday**

**Dr Wilkinson Monday & Thursday morning**

GP's availability shows the days when our GP's may be working, and does not mean they will always be available on these days. Some GPs alter their working days on certain weeks of the month to support safe staffing levels.

Each day one GP will be "on-call" - this means they will not have any routine or pre-bookable appointments available, but will be dealing with any emergencies that come through from patients, other healthcare colleagues or the many nursing homes that the practice supports.

## Other Practitioners

Acorn Surgery has a multidisciplinary team that can assist patients for a variety of health issues. This means that you may not always need to see or speak to a GP for your problem. Our Patient Services Coordinators at Reception will take a brief reason for your appointment when you call and signpost you to the right clinician, to ensure you can access the right care at the right time

Acorn surgery is a member of the Huntingdon Primary Care Network (PCN) through this team of practices we are able to provide a range of services

**First Contact Physiotherapist our in-house physiotherapist, Nishma** is available to see patients with new musculoskeletal problems until 4pm on Tuesdays and Wednesday mornings . This can be anything from sore knees to bad backs, achy joints or muscle strains. Nishma's appointments can be pre-booked up to 4 weeks in advance.

**Clinical Pharmacist** is available to complete help with patient medication queries, review your medications and discuss side-effects of medication and the best way to take your medication.

### **Social Prescribers, Erica and Yasmin**

Social prescribing is a way for local agencies to refer people to a link worker. Our social prescribers give people time, focusing on what matters to them, taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

### **Community Matron Service**

The Hunts PCN Community Matron team are able to support those aged 18+ with two or more long term conditions in need of additional support, this could be due to recent hospital admissions, falls or illnesses.

## Training 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 qualified doctors supervised by Acorn GP Trainers. Patients may be offered an appointment with one of our training doctors.

We also have Foundation Doctors, medical students 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 Active Practice

We are a Research Active Practice involved in national studies and research projects. Occasionally we ask for your help with research organised by the Primary Care Research Network. All the research we undertake has been approved by a NHS Local Research Ethics Committee. This research helps us all understand health and disease. We would like to thank all our patients for helping with these research projects but remind you that if you do not want to participate in any research please let us know. We will always ask for your permission. Just tell us what you want, we will not be offended.



## Patient Groups



### Patient Participation Group

We have a very active and dedicated Patient Participation Group (PPG). 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 Monday each month 11.30-1pm at the Oak Tree Centre. Visit <https://acornsurgery.com/practice-information/patient-participation-group/> for more details.

### Patient Group Supporters

In 2011 we established a different type of patient group - a Patient Group Supporters 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 complete a registration form on line or contact our Patient Group Co-ordinator or the Practice Manager or leave your details at Reception and we will contact you with further information.

### Young Patients' Group

We are planning to set 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.

## The Practice Team (continued)

### Nursing Team

#### **Anastasia, Specialist Practitioner**

Anastasia has specialist skills in respiratory conditions, women's health (including HRT), is qualified in fitting contraceptive implants and experienced in sexual health management.

#### **Candice, Practice Nurse Lead**

Candice supports the clinical team with a broad range of skills which include minor illness, diabetes, minor injuries and is currently studying for a qualification to become an Advanced Nurses Practitioner

#### **Devon, Practice Nurse**

Devon administers child and adult immunisations and sees patients for a broad range of needs including dressings and ECGs. She is currently completing training in cervical screening.

#### **Bev, Assistant Practitioner**

Bev undertakes a broad range of duties, including screening patients for hypertension, monitoring and support of pre-diabetes and patients newly diagnosed with diabetes, in particular providing health promotion and supporting lifestyle changes. Bev also undertakes wound care procedures and leg ulcer dressings.

#### **Leni, Health Care Assistant**

Leni sees patients in her clinic for ECGs, blood tests, dressings, stitch & suture removal, blood pressure testing, screening patients for hypertension, monitoring and support of pre-diabetes, NHS health checks and assists doctors with minor surgery operations.

#### **Ola, Phlebotomist +**

Ola takes bloods, blood pressure and other observations. As well as completing NHS Health checks, ECGs, dressings and giving flu vaccinations

## Practice Management

### **Victoria Pilkington, Practice Manager**

Victoria has responsibility for the day-to-day organisation and strategic management of the Practice and for supporting the clinical and clerical teams to ensure the Practice runs smoothly.

### **Donna Pipe, Assistant Practice Manager**

Donna manages the clerical teams on a day to day basis, ensuring adequate staffing levels are in place. She has a wide range of responsibilities at operational level.

### **Clare Fitzjohn, Lead Prescription Administrator**

Clare works closely with the Prescription Administrators, Clinical Pharmacist, Doctors and Patient Services Coordinator.

## Practice Administration at Acorn Surgery

The team here includes Patient Services Coordinators , Secretaries and Administrators, all of whom have responsibilities for the smooth running of the Practice.

We work closely with many other people including District Nurses, Midwives, Health Visitors and Emergency Care Practitioners . To contact the Health Visitors call 0300 029 5050. For the District Nurses 0330 7260077

### **Parking at Acorn Surgery**

There is ample parking outside the front of the Oaktree building and also situated in the large car park off Sallowbush road adjacent to the traffic lights.

### **Practice website information pages**

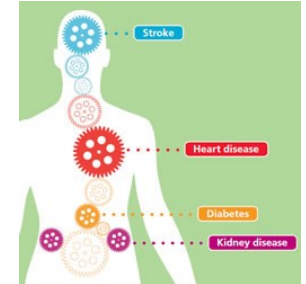
If you have access to the internet take a look at our website, we have bundles of information on self care, self referral services, mental health support, living well advice and what to do in times of bereavement.

[www.acornsurgery.com](http://www.acornsurgery.com)

## 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 Practice to adults between the ages of 40 and 74. We will assess your risk and offer personalised advice on how to reduce any risks. The check includes:-

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



The checks are carried out by our Nursing Team who offer tailored support and guidance on your health and wellbeing and may refer you to our Health Trainer for one-to-one support.

## Partnership with Community Pharmacy

A number of community pharmacies can support patients with common health conditions. Our Patient Services Team can refer you to a participating pharmacy for these ailments who will contact you within 24 hours, assess your problem and discuss treatment. For certain conditions, such as urinary tract infections, eczema and sore throats, they can also prescribe you a medication on prescription.



## Additional Services

### Chronic disease monitoring service

We run a Nurse-led service to monitor patients with medical conditions such as asthma, diabetes and heart disease. The experienced nursing team will advise you about your condition. We strive to offer one appointment for review of patients who have more than one long term condition.

### Travel Health

We offer the basic NHS travel service which includes Hepatitis A vaccination, typhoid, cholera and tetanus immunisation. For patients travelling abroad who need travel health advice, we recommend accessing the **Fit for Travel** website (<http://www.fitfortravel.nhs.uk>) to see what specific inoculations and treatment they might need for their holiday or travel arrangements. A full travel service is available from the Cambridge Travel Clinic who can be contacted on. **0330 100 4127**



### Carers Service

The Practice is keen to support carers and has received awards for the quality of our service given to 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 speak to our Carers Champion so that we can better meet any specific needs you may have.

### Health Trainer

A Health Trainer from Everyone Health sees patients referred by our clinicians for a range of lifestyle management sessions tailored to the patient's individual need..

## Patients Rights and Responsibilities

We provide access to doctors and nurses and will endeavour to make sure you can be seen or spoken to as soon as possible and this usually means that either a doctor or nurse will see or speak to you on the day you need them if the need is urgent.

If you are asked to attend the surgery, please be as prompt as you can as if you are late the doctor or nurse may be unable to see you and you will need to re-book.

We treat all our patients as individuals and will respect your privacy and dignity. In return we ask you to be polite to all our staff. Staff working in the NHS go to work to care for others. They do not go to work to be victims of violence. Aggression, violence and threatening behaviour are unacceptable and will not be tolerated under our Zero Tolerance Policy. Individuals behaving towards our staff in this way will be reported to the police and banned from our premises.

We are a teaching practice and you may be asked if your consultation can be video recorded or if a student can observe. You may choose not to participate in the training and your consultation and care will not be affected.



### Suggestions or Complaints

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. If you have a compliment or a complaint about any aspect of our service or your treatment please contact Victoria Pilkington, Practice Manager, who will be happy to listen to your suggestions or criticisms and initiate any appropriate follow-up action. Details of our Complaints Policy and Procedure can be found on our website

## Reception Desk Opening Times

Monday	8.00 am - 1.00pm	2.00pm - 6.00 pm
Tuesday	8.00 am - 1.00pm	2.00pm - 6.00 pm
Wednesday	8.00 am - 1.00pm	2.00pm - 6.00 pm
Thursday	8.00 am - 1.00pm	2.00pm - 6.00 pm
Friday	8.00 am - 1.00pm	2.00pm - 6.00 pm

**Our telephone lines** are open from 8.30am - 12.30pm and from 2pm to 5.30pm , with access for emergency situations outside of these times.

All incoming and outgoing telephone calls are recorded.

Acorn surgery offer a wide variety of appointments dependant on need. These include telephone face to face, same-day appointments. Pre-bookable appointments are also available with all our practice team including GPs, nurses, health care assistants, clinical pharmacists.

**You will be asked a few simple questions by our Patient services Coordinators regarding your problem so that this information can be passed to the clinician.**

Some of our GP's offer bookable video consultations; please ask our Patient Services Team if you wish to have a consultation via video.

**We offer an online medical advice service via our website.** Patients can also submit admin queries including sick note requests and prescription queries and access advice online via our website.

Using the online system helps keep the phone lines free for patients who struggle to get online. We therefore ask all patients to try and use the online system where possible.

Evening and weekend appointments are available via the Improved Access Service. If being seen at the weekend or in the evening is more convenient for you, please ask one of our Patient Service Coordinators about these appointments.

## Children Services

### Antenatal clinic

These clinics are run by Community Midwives and appointments can be booked in by telephoning the surgery or in person at the Reception Desk. The clinics are held on Tuesdays. If you have any questions about your maternity care, the Midwives can be contacted on 01480 418629



### Mother and baby checks

Mothers and babies will be contacted and offered a six week post natal appointment with Dr Simpson at 6-8 weeks.

### Immunisation Clinics

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 one of our Practices Nurses. Our dedicated Patient Service Coordinator will contact Parents /Guardians to arrange appointments for babies' first immunisations and our nurses book subsequent appointments at the time of the first and second appointment.

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

### 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. The website offers guidance but if you are concerned about your child's health, please contact us.



## Women's Health

We offer a range of women's health appointments

### Long Active Reversible Contraception (LARC)

There are a of additional family planning services including coil insertions, contraceptive implants, pill checks contact us online or speak to one of our Team for further information.

### Menopause

Our nurse Anastasia is able to offer advice and support for all aspects of the menopause and HRT.

### 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. If you do not wish to be called for a smear as part of this National Screening Programme, please let us know so that we can organise for you to sign a form and delete your name from the recall system. You can change your mind at any time - just let us know. We offer a private cervical smear service for patients who fall outside of the National Screening Programme and who wish, with no specific clinical indication, to have a smear test.

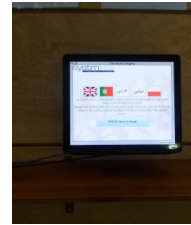
### Minor Surgery Clinics

Several members of our clinical team are qualified to perform minor surgical procedures at the Practice including joint injections and removal of some lesions that meet the criteria set by the ICB. You will need an appointment with one of our clinicians who will put you on the waiting list if we are able to treat your problem or condition.

**Alzheimer's society** offer support, advice and information to patients, relatives or carers of anyone living with Dementia or memory difficulties. They have clinics at the surgery the 4th Friday of every month. To book an appointments contact the Patient Services Team.



## 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 one of our check in screens situated to the right of the Reception desk and in the main patient waiting area. 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



### Disabled Access

The health centre is accessible for wheelchairs and there is also a hearing loop at the reception desk.



### Inclusion in Practice



We support everyone, regardless of gender identity or sexual orientation and strive to ensure all our patients have an empathic and quality experience. All our staff at the practice are working to improve their understanding of the issues facing our LGBTQ+ patients and positively support them in accessing the care they need.

### Chaperone Service

If you would like a chaperone to be present during your consultation please ask at the reception desk.

### Test Results are available via the NHS App or AFTER 2pm at the surgery

It is important to allow sufficient time between having your test and the results being processed by the clinicians. For example, depending on the type of test being carried out, it may take up to a week for blood results to be available and 10 days for x-ray results to be available.

### Veterans

Acorn Surgery is proud to be accredited by the Royal College of General Practitioners as a Veteran Friendly Practice. We make sure staff are appropriately trained and that we can easily identify patients who are Veterans so that we can offer the most appropriate care and support.



Armed Forces veteran  
friendly accredited  
GP practice



## Home Visits

Home visits are restricted to patients who are genuinely housebound who are terminally ill and receiving end-of-life care. If your condition is suitable, you may be visited by a Urgent Care Response Practitioner.

**No visit requests are guaranteed without liaising with the doctor and all requests are triaged in advance.**

### **A visit recommended for:**

The terminally ill; or

The truly housebound patient for whom travel to the surgery would cause deterioration in their medical condition.

### **A visit may be useful for:**

Other patients whose illness has been discussed with the doctor and is considered serious enough to warrant a visit.

### **GP visit is not usual for:**

Heart attacks – severe crushing chest pain.

**Dial 999 and ask for an ambulance**

Children with common symptoms such as fever, cough, cold, earache, headache, diarrhoea, vomiting and most cases of abdominal pain.

(These patients are usually well enough to travel to the surgery. It is not harmful to take a child with fever outside); or

Adults with common problems such as cough, sore throat, influenza, general malaise, back pain and abdominal pain as these are all problems that would not normally prevent someone from being transported to the surgery. (Transport arrangements are the responsibility of the patients or their carers).

### **Urgent appointments**

There are dedicated appointments with the Doctor or Nurse saved each day for emergencies. If you need an urgent, same day appointment or need urgent advice, telephone Reception on 01480 483100; the Patient Services Coordinator will take some details from you and direct you to the most appropriate service, make you an appointment direct or seek advice.

## Change of details

If you change your name, address, home or mobile 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.



## Fit Notes

If you're off work sick for seven days or fewer, your employer should not ask for medical evidence that you've been ill, as you can complete a 'Self-certification' form. If you're off work for more than seven days, your employer will usually ask you to provide proof that you've been ill. They will normally ask for a 'Fit Note' from your GP. The seven days include days that you don't normally work. So when you work out how long you have been off sick, you should include weekends and bank holidays. You do not need a GP to sign you back to work if you feel able to go back before your sick note runs out. If your employer is concerned you may not be well enough, they should refer you to their Occupational Health Service. GP's can provide fit notes should you require amended duties or hours to help facilitate a return to work.

## 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 Pharmacists and their 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. The Pharmacist will be happy to offer consultations on minor illness and suitable over the counter medications.

## Privacy Notice

As data controllers, GPs have fair processing responsibilities under the Data Protection Act and GDPR law 2018. This means ensuring that your personal confidential data (PCD) is handled in ways that are safe, transparent and what you would reasonably expect. We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe keeping.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss. In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You are entitled to see your medical records and should contact the administration team should you wish to do so.

## General Practice Data

The Acorn Surgery is one of many organisations working in the health and care system to improve care for patients and the public. Whenever you use a health or care service, such as attending Accident & Emergency or using

Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment. With your consent the information is shared between services to ensure a safe and effective service.

If you do not wish to share your information with other healthcare providers please let a member of the Reception team know who can discuss 'Opt out' options with you

You can find more information about how we comply with the GDPR regulations on our privacy noticed displayed in the reception area or by speaking with a member of our team.

## Repeat Prescriptions

We do not accept requests for repeat prescriptions over the telephone as this increases the chance for errors. We therefore ask patients to choose one of the following options:

- Request your repeat medications online using Patient Access or the NHS App
- Hand in a written request to the prescriptions box in the waiting room

PLEASE NOTE that you must allow 5 working days for the prescription request to be processed by the surgery.

We now send the majority of prescriptions electronically to the patient's nominated pharmacy. If you are expecting to collect your prescription please ensure you make us aware of this in your request. Patients are free to amend their pharmacy nomination at any time - you can do this by notifying us via an online message, over the telephone or at the reception desk

## Private Fees

There are some items that patients request of us, that are not deemed to be NHS work and are therefore classified as private work. Consequently we have to make a charge for these.

A list of the most common items requested (such as medical reports, private blood tests or DNA sampling) can be provided by our Patient Service Coordinators at the reception desk. Please note that the list may not be exhaustive and we try to set our rates in accordance with those recommended by the British Medical Association, where possible. All fees are payable in advance and may be made, in person or via bank transfer.



## Minor Illness & Injury Units

Minor Illness and Injury Units can treat a range of minor illnesses and injuries such as sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings.

### **Ely Minor Injury Unit– 01353 772500**

Princess of Wales Hospital  
Lynn Road  
Ely  
CB6 1DN

Open 8.30am-6pm seven days a week excluding Christmas Day, when this location is closed. X-ray facilities are open from 9.00am-4.45pm from Monday-Friday. The unit will see injuries up to two weeks old.

### **Wisbech Minor Injury Unit- 01945 468787**

North Cambs Hospital  
Wisbech  
PE13 3AB

Open 8.30am-6pm Monday through Friday. Closed on weekends and Bank Holidays (including Christmas Day). X-rays offered 9am-5pm, Monday through Friday.

### **Doddington Minor Injury Unit**

Doddington hospital  
Benwick Road  
PE15 0UG

Open 8.30am-6pm Monday through Friday. Closed on Christmas Day, but open on other weekend days and Bank Holidays between 9am-5pm. X-rays offered 9am-5pm, Monday through Friday. No x-rays at weekends.

### **Peterborough Urgent Treatment Centre– 01733 678000**

Peterborough City Hospital  
Edith Cavell Campus  
Bretton Gate  
Peterborough

Open 8am-8pm seven days a week, including Bank Holidays.

## 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, 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 dial 111 and you will reach the link person to the GP Out of Hours Service provided by Herts Urgent Care. 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 advise 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 out of hours service is unable to deal with routine Acorn Surgery enquiries and you should telephone the surgery during normal working hours with routine enquiries that are non-urgent.

## Mental Health Crisis

The First Response Service supports people experiencing a mental health crisis.

It provides 24-hour, seven days a week, 365 days a year access to mental health care, advice and support. By calling 111, and selecting the mental health option, you will be put through to a member of FRS who will speak to you and discuss your current mental health needs.