



acornsurgery

**Review
of the Year
2015**

Achievements

- Maintained very high QoF achievement (quality markers)
- Increased charity fundraising efforts
- Involved in piloting Referral Support Systems
- Continued support for commissioned services, eg. Gainsborough; health trainer
- Involvement in research studies, VBI, ARCHIE, ECASS
- Identified as 'beacon Practice' by CCG
- Recruited new staff to nursing and admin/reception teams.

Changes

Staffing –

- Successful apprenticeships
- Retirement and resignations
- New trainee doctors and medical students
- Changes to Partnership
- Realignment of clinical rotas
- Introduction of Skype consultations

Challenges

- Resourcing high levels of safeguarding
- Managing heavy demand / consultation rate / DNAs
- Dealing with GP contract changes and reducing budget
- Managing prescribing, commissioning budgets
- Issues with new pathology provider and system
- Introduction and support of Uniting Care
- Managing patient expectation
- Continued cuts in funding
- Covering maternity & paternity leave
- Maintaining financial stability and considering mergers/ GP federations
- Preparing for CQC inspection
- Keeping staff morale high

Plans for 2016 & beyond

- Expansion & refurb of surgery premises
- Improve marketing strategies to attract more patients, eg vasectomy service
- Review opportunities for income generation
- Prepare for CQC inspection
- Continue to forge & develop work with PPG
- Keep ahead of the game wherever possible – continue to be innovative, progressive and forward thinking Practice for the benefit of our patients.

*Season's Greetings
to one and all and sincere thanks
and gratitude to members of the
Acorn Patient Team*

