



POPLAR GROVE
PRACTICE

Newsletter - Autumn 2017

Flu Vaccination

is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

*However, flu can be more severe in certain people, such as: anyone aged 65 and over

*pregnant women

*children and adults with an underlying health condition (such as long-term heart or respiratory disease)

*children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them.

The injected vaccine is offered free on the NHS annually to:

*adults over the age of 18 at risk of flu (including everyone aged 65 and over)

*pregnant women

*children aged six months to two years at risk of flu

*carers

Flu nasal spray vaccination

The flu vaccine is routinely given on the NHS as an annual nasal spray to:

*children aged two and three plus children in reception class and school years one, two, three and four.

*children aged two to 17 years at a particular risk of flu

Flu clinics will be held on Saturdays 23rd September, 7th October and 21st October from 830am to 12pm as well as some weekdays. Please call after 10am for your appointment. If you are eligible for the pneumonia or shingles vaccines, these can be done at the same time as the flu jab.

The PPG/Friends of the practice will be holding a raffle on the Flu Saturdays with many prizes on offer.



Urine samples

In order to simplify our system, Poplar Grove are changing the way possible urine infections are dealt with. If you think you may have a UTI, before calling us:

- Try the pharmacy first
- List what you have taken from the pharmacy
- Come to the reception to obtain advice

There is often no need to produce a sample initially.

Stop Smoking

GPs are delighted to help people who have decided to quit smoking. That's because about 40% of smokers will die from a smoking-related condition, so we know that stopping is one change that will make a big difference to your life. People who stop smoking will see health benefits within days, such as improved taste and smell, while important benefits, such as lower risks of heart attack, stroke, lung cancer and improvements in breathing will happen in the first year or two. We've probably been chasing you to stop smoking if you have high blood pressure, diabetes, circulation problems or history of stroke, heart attack, angina, asthma or chronic lung disorders. Call the practice for a consultation with one of nurses who are trained in the Stop Smoking process, where you will be recommended the best course of action to suit you and your lifestyle.

Staff Training Dates 2017-2018

The practice will be closed on the following dates for staff training from 12.30pm. If you need a doctor for a medical emergency please contact 111. The surgery will be open on the following day at 7.30am.

- Thursday 16th November 2017**
- December 2017 NONE**
- Thursday 11th January 2018**
- Tuesday 20th February 2018**
- Tuesday 13th March 2018**
- Thursday 19th April 2018**
- Tuesday 15th May 2018**



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Poplar Grove Practice
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0730-1930
Fri 0730-1830

Call Poplar Grove
AM - 0800 - 1230
PM - 1400 - 1830

Carers Bucks

Do you look after someone through illness, disability or frailty and they cannot manage without you? If the answer is yes, you are a Carer and support is available. Poplar Grove Practice is interested in identifying carers, especially those who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend with day-to-day tasks and may not see themselves as a carer. If you are a carer, please speak to reception to enable us to register you as a carer. If you have any queries, please speak to one of our specially trained Carers Champions.

www.carersbucks.org



Aija



Ana



Alison

Young Carers Bucks is part of Carers Bucks and supports children and young people aged 6-18 years old who care for a family member who has a:

- physical or mental illness
- disability
- drug or alcohol related misuse

The cared for person may be a parent, sibling or another relative living in the same household. The child or young person does not necessarily have to be providing 'hands on' care to be recognised as a young carer. Even if there are services in place and other members of the family helping with the care, the emotional impact and restrictions due to illness or disability can still have an enormous effect on the young carer.

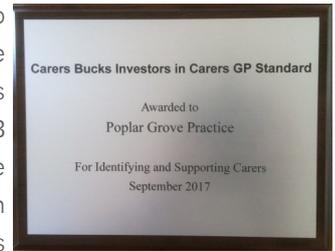
Young carers are supported in a variety of ways:

- regular clubs and activities
- one-to-one support where needed
- someone to talk to who understands
- targeted group work
- information, advice and signposting
- opportunity to meet with other young carers
- support in school

www.youngcarersbucks.org

Carers Bucks Awards

Poplar Grove are delighted to announce that the Practice have been awarded The Carers Standard Award, one of only 3 surgeries in the county. We have worked very closely with Carers Bucks to achieve this



and now have our 3 Carers champions who work in the practice. The team were presented the award on the 14th September at the Holiday Inn, Aston Clinton, Aylesbury.

Meet Dr McCormack

The latest addition to the Poplar Grove GP team is Roisin McCormack who joined Poplar Grove in August 2017 as a salaried doctor. She grew up in Berkshire and moved to Cardiff for University. Roisin then stayed in Wales for her Foundation training before deciding to move to Buckinghamshire to be closer to family. She completed her GP training on the Buckinghamshire programme and spent time in hospital jobs at Stoke Mandeville before moving to primary care. Roisin spent six months at another practice in Aylesbury before coming to Poplar Grove for her final year as a registrar.



Dr McCormack enjoys all areas of primary care but is particularly interested in mental health and learning disabilities. She lives locally with her fiancé David, and are currently planning their wedding for next year! Roisin enjoys travelling (the above picture was taken in Iceland last year) as well as cooking and running.

Zero Tolerance

The Practice takes it very seriously if a member of staff, one of the doctors or nursing team is treated in an abusive or violent way. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list. We ask you to treat your GPs and their staff courteously at all times.



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Poplar Grove Patient Participation Group (PPG & Friends)

If you have any unwanted gifts please consider donating to the PPG & Friends so we can use them to raise funds for the practice. Please leave gifts at the practice reception and the staff will pass on to the PPG & Friends team. If you have a point you would like raised at the PPG & Friends meeting you can do it in one of the following ways: Post into our red post box by our board in the green waiting area in reception or Email one of the committee or come along to our monthly meeting.

Chair of The PPG Fatima King - Fatmaing60@gmail.com

Chair of The Friends Jean Higgins - Jeanhiggins11@gmail.com

Vice Chair of The PPG & Friends Fiona Martin - pgppg@outlook.com

Staff contact for The PPG Debbie Midgely - debbie.midgely@nhs.net

Staff contact for The Friends Sue Thomson (PGP Office Manager) - Sue.thomson@nhs.net

PPG Friends and Committee

We are always looking for new members. We meet on a monthly basis, normally a Thursday lunchtime. If you would like to get involved, get in touch. Contact details are on our notice board in the green waiting area.



Florence Nightingale Midnight Walk

Poplar Grove Practice entered a team for the midnight walk in aid of Florence Nightingale hospice.

Our team was the biggest team entered this year & consisted of GPs, reception & admin staff, our practice manager and the chair & vice chair of the PPG. Paula Martin (practice manager) presented the money £1111 to the Florence Nightingale Hospice. Thank you to everyone who supported us.



The day before the midnight walk, the PPG held a pink day in the surgery, along with a tombola & cake sale. We were supported by Volf the wolf of Aylesbury and raised an amazing £126 for the hospice. Thank you again for your support.

Garden Volunteer Day

A group of PPG members and patients joined Paula Martin (practice manager) Dr Taylor & Rob (handy man) to have a garden tidy up. Enterprise skip hire kindly donated a skip, which we managed to fill as well as 5 tonne bags. The friends of Poplar



Grove brought plants along which now look rather splendid. We will be holding another garden weekend if you would like to join in, please let reception know.



Grand Winter Raffle

We will be holding our grand winter raffle at the flu clinics and will also be selling tickets at the surgery throughout October. We are looking for donations for prizes and also for any volunteers who can help during the weeks to sell tickets. If you can help us by selling tickets please either talk to reception and leave your details or contact us at pgppg@outlook.com



Lindengate Coffee Morning

PPG & Friends will be holding a coffee morning on Thursday 28 September at the surgery this year between 10.30am-12.30pm. Money raised will go to Lindengate. We will also have a tombola and cake sale and would really appreciate any cakes for the event. There will be staff from Lindengate with us who will be able to tell you all about their amazing work.



Meet the PPG & Friends Volunteers Fatima King-Chair PPG

Fatima is married with 2 daughters. She works for Tesco at Tring Road Aylesbury and is the community champion & farm to fork co coordinator. Fatima enjoys working with the local community, getting involved in local projects and is a dementia Friend. She likes to meet up with friends for dinner and travelling with her family



Fiona Martin-Vice Chair Friends & PPG

Fiona was a patient at Broughton House & moved to Poplar Grove Practice when the 2 surgeries merged. Fiona worked for a major retailer for 31 years as a senior manager, covering 15 shops across the region. For the last 2 years Fiona been self employed doing gardening, and work for AgeUK. She enjoys getting involved in various charity events such as the midnight walk, race for life & memory walk for Alzheimer's and is also a dementia friend. Fiona is a twin and her sister works at the practice. Interests include: photography, decoupage, social media, baking & walking.



Jean Higgins-Chair of The Friends

Jean has been a patient at Poplar Grove since birth. She has two children, five grandchildren & two cats. Jean suffers from arthritis and is diabetic. Jean has been on the friends committee for 20



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years and enjoys raising funds for the surgery. She has been a Brownie leader for 30 years, and a Rainbow leader for 8 years. Jean is also the Chair person & social secretary of Aylesbury Arthritis society.

Gillian Allen-Friend



Gillian has been with the surgery since 1963, and has been a friend for 20 years. She has worked in cancer & muscular dystrophy research, haematology & blood bank. Gillian has been involved in various schools PTAS. Gillian is the founder member of Bucks Partially Sighted Society (her daughter is registered blind), Gillian was senior chemistry technician at

Aylesbury Grammar School On retirement she worked in a cancer charity shop & has been a S.C.F for 30 years. Gillian is a member of Holy Trinity Church & Spirit health club.

Sian Evans-PPG

Sian moved to Aylesbury from Wales with her family 29 years ago. She joined the PPG last year because she thought that Poplar Grove is such a good practice where she has used a number of the services provided. This led her to think that sharing her experiences may help other patients. She works as an Executive Assistant and also has caring responsibilities which sometimes make it difficult to regularly attend meetings but I she is still made to feel involved and a part of the group via emails etc. Sian's greatest pleasure comes from spending time with her family which includes two precious granddaughters.



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Debbie Midgley



Debbie joined the practice 22 years ago when the practice was known as Walton Grove Surgery and was located near the police station. As the practice evolved it moved to the current location here at Poplar Grove Practice on Meadow Way. Debbie lives in a village near Winslow and loves anything to do with the outdoors from walking, camping, gardening and volunteering for the British Trust of Ornithology helping to increase the Barn Owl population.

Janet Smith-Friend



Janet was a teacher in charge of special education running units for gifted children and emotionally disturbed children; she also trained teachers. She was accepted as a magistrate and then worked in education in prisons. Now retired, Janet is writing a novel and volunteers in charity shops to value antiques & jewellery.

Adrienne Doughlin-Receptionist and Friend

Adrienne has been with Poplar Grove Practice since February 2016 as a medical receptionist. She joined the PPG & Friends thereafter where she has participated in monthly meetings as well as fundraising events which support the practice as well as local charities, She enjoys socialising, swimming and writing. Adrienne is currently writing a book on mental health and bi polar. She is a mother of 3 as well as a grandma. In her spare time Adrienne likes to spend time going out with her family and friends, going on trips and organising / hosting events.



Lynda Bell-PPG



Lynda has been a patient at Poplar Grove for five years and uses the NHS quite a lot due to arthritis and fibromyalgia She feels like she is "giving a bit back, even if it is in a small way". She is married and has two grown up children and one still at secondary school. Lynda has two dogs and two cats so family life for her is full on! In her spare time she likes baking & reading autobiographies.

Over 75s Team

The Over 75s' Team are a team of nurses working in the community for Poplar Grove Practice, Oakfield Surgery, and Berryfields Medical Centre. We are one branch of a scheme being rolled out across Buckinghamshire and have been running since November 2014.



Our staff members are Samantha Cashman (nurse and project lead), Dianne Hofhansl (nurse), Amanda Avery (CPN), Diana King (HCA) and Heather Thomas (HCA).

Our primary aim is to reduce preventable hospital admissions in patients aged 75 years and over, with most of our referrals coming from GPs. We complete our assessments with patients in their own homes, liaising closely with their GP and ensuring that appropriate support for them is in place, often by referring on to other services. Spouses and other family members may be present at these visits if requested by the patient. Our contact number is **01296 468589** and our office is based at Poplar Grove. Our telephone line is open to patients between 8.30am and 4.30pm but may not always be manned. Patients can leave non-urgent voicemail messages on this number which we will endeavour to respond to within one working day. **Appointments at the surgery, requests for test results, prescription enquiries, and urgent medical queries will still need to go through the main surgery lines.**

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	<p>POPLAR GROVE PRACTICE</p>			

Aylesbury Pharmacy Information

The local pharmacies in Aylesbury provide a wide range of services along with dispensing prescriptions. It makes sense to use the facilities as it could save the wait for a doctor's appointment which may not always be necessary.



Opening times:

Mon-Fri 830am-6pm, Sat 9am-1pm.

Bank holidays: Closed



**Hale Leys Shopping Centre
Aylesbury
Tel: 01296 483661**

Opening times:

Mon-Sat 9am-5:30pm, Sun 10:30am-4:30pm.

Bank holidays: 10am-5pm, the pharmacy is open all bank holidays apart from Christmas day and Easter day.



**172 Tring Rd
Aylesbury
Tel: 01296 432696**

Opening times:

Mon-Sat 8am-1030pm, 930am-1030pm

Consult operate a 100 hour contract, which means they are open EVERY day including Bank holidays.



Opening times:

Mon-Sat 8am-8pm, Sun 10am-4pm.

Bank holidays: 9am-6pm, the pharmacy is open all bank holidays apart from Christmas day and Easter day.



Opening times:

Mon-Fri 8am-630pm, Sat 9am-530pm

Closed on Bank holidays in 2017

 alpheapharmacy

**Buckingham Pharmacy
Jubilee Square, Aylesbury Tel: 01296 332901
Hampden Pharmacy
Hampden Gardens
Tel: 01296 485824**

Opening times:

Mon-Fri 9am-6pm, Sat 9am-1pm

Closed on Bank holidays in 2017

The Practice will be closed as follows:

Friday 22nd December between 1230 - 1400

Monday 25th December - all day

Tuesday 26th December - all day

Monday 1st January - all day

Thursday 11th January 2018 - 1230 - 1930 for training.

The surgery re-opens on Friday 12th January 2018 at 0730.

If you need a doctor during these closures, or for a medical emergency please contact 111.

GPs Working Days

Below is a list of the days each of our GPs work normally, which should enable you to call on the days that the doctors are available.

MONDAY	Dr Wakeford	Dr Beesley	Dr Pillai	Dr Taylor	Dr Cornish
	Dr Sutton	Dr Molloy	Dr Campling	Dr Mayer	Dr Johnson
TUESDAY	Dr Wakeford	Dr Beesley	Dr Pillai	Dr Taylor	Dr Cornish
	Dr Sutton	Dr Molloy	Dr Scott	Dr Mayer	Dr Dent
WEDNESDAY	Dr Johnson	Dr Shaid	Dr Pillai	Dr Apakama	Dr Mallya
	Dr Sutton	Dr Molloy	Dr Campling	Dr Mayer	Dr Cornish
THURSDAY	Dr Wakeford	Dr Beesley	Dr Pillai	Dr Taylor	Dr Mallya
	Dr Johnson	Dr Scott	Dr Dent	Dr Apakama	
FRIDAY	Dr Wakeford	Dr Campling	Dr Pillai	Dr Shaid	Dr Mallya
	Dr Johnson	Dr Dent	Dr Apakama		

When are we open?

The Practice is open 7.30am-7.30pm Monday to Thursday, and 7.30am-6.30pm on Friday. Telephone lines open from 8:00am to 6.30pm, but are closed between 12:30 - 2:00pm,



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National Diabetes Audit:

how your information is used to help improve diabetes care

Important
Patient
Information

NHS
Digital

Your diabetes service is taking part in the National Diabetes Audit (NDA). The NDA checks whether people with diabetes are getting good care.

The NDA collects information about diabetes care from GP practices and hospitals. This information helps the NHS to improve care. The use of NDA information is controlled by law and strict rules of confidentiality.

The NDA is managed by NHS Digital (formerly known as the Health and Social Care Information Centre (HSCIC)), working with Diabetes UK and Public Health England.

Taking part in the NDA can help improve understanding of the quality of care for people with diabetes. But you can choose not to take part if you have concerns.

Please read this leaflet carefully.



What information about you is collected?

The NDA only uses information about your diabetes care that is already recorded. For example, type of diabetes, latest blood pressure result and results of HbA1c results. The NDA is not a research project. No extra blood tests, appointments or scans are needed.

The NDA collects information on:

- How many people with diabetes are registered at the GP practice or clinic
- Whether people with diabetes are receiving the annual healthcare checks
- Whether people with diabetes achieve the national targets for glucose control, blood pressure and cholesterol
- Whether people with diabetes with a learning disability receive the same level of care
- Whether people with diabetes who have a severe and enduring mental health problem receive the same level of care

- How many people use an insulin pump, why they use a pump and how well it is working

Your NHS number (everyone has a unique number that is used by the NHS), date of birth and postcode are also collected. Your name and address are not collected. We explain below how this information is used.

The type of information used in the audit is listed on the NHS Digital website at <http://content.digital.nhs.uk/nda>

How is the information used?

To get a complete picture of diabetes care, we will also link this information to other health information.

NHS Digital will use your NHS number and date of birth to link information that is collected from your GP practice, or diabetes clinic, to other information recorded by the NHS and NHS Digital relating to your diabetes care.

Specifically, the information is linked to:

- The Hospital Episode Statistics database for England or Patient Episode Database if you live in Wales, which includes information on any outpatient appointments, visits to A&E and other hospital admissions. This will help us understand how many people with diabetes develop health problems, such as heart disease or stroke.
- A national register of deaths collected by the Office for National Statistics (ONS). This will give us information about those people who have died.
- Other diabetes audits, such as the National Paediatric Diabetes Audit, the National Pregnancy in Diabetes Audit and the National Diabetes Footcare Audit. This will help us provide a detailed picture of the care received by people with diabetes across different health services.

Once your information has been linked, your NHS number and date of birth are removed. So, all your information is then anonymised.

The information about you is studied along with the information from all other diabetes services in England and Wales. We produce national and local reports, including one for each GP practice and diabetes service. Reports never identify individuals.

All the reports are available on the NDA website. An easy read summary report is also available from Diabetes UK's website www.diabetes.org.uk/NDA-reports

How will your information be kept safe?

There are very strict rules about what happens to your information. NHS Digital has special legal permission to handle individual patient data for clinical audits. They must keep to very strict security and confidentiality standards and follow the laws on the protection of personal data.

Information about individuals is available only to a very small number of specially restricted staff at NHS Digital. They use a secure, password protected system to look at and analyse the information.

NDA data may be shared for research purposes. But only if this is allowed by law and meets the strict rules that are in place to protect your privacy.

Information that is collected by the NDA will never be passed on or sold onto organisations that could profit from it.

THERE ARE VERY STRICT RULES ABOUT WHAT HAPPENS TO YOUR INFORMATION

Saying 'no thanks'

If you do not want your information to be used, please inform the receptionist, your GP or nurse. They will make sure that this is noted on your medical records, so your information is not included. This will not affect your care in any way.

Further information

If you would like more information about the National Diabetes Audit, ask your doctor or nurse.

You can also contact NHS Digital:

Email: diabetes@nhs.net

Telephone: 0300 303 5678

Website: <http://content.digital.nhs.uk/nda>

Address: Clinical Audits & Registries Management Service
NHS Digital
1 Trevelyan Square
Boar Lane
Leeds LS1 6AE

Public Health
England

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

HQIP
National Quality Improvement Institute



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POPLAR GROVE P R A C T I C E

Are you satisfied?

Thank you for your feedback for the last Survey.

We have spent 12 months making some improvements based on your suggestions. This survey is to check our progress and how you think we are doing.

I have noticed an improvement over the past 12 months (please circle)

Our website	None	1	2	3	4	5	Completely
Prescriptions	None	1	2	3	4	5	Completely
The phone lines	None	1	2	3	4	5	Completely
Children's play area	None	1	2	3	4	5	Completely
Signage	None	1	2	3	4	5	Completely
Queuing at the front desk	None	1	2	3	4	5	Completely
Waiting area art work & ambience	None	1	2	3	4	5	Completely
Availability of GP Appointments	Urgent	1	2	3	4	5	Routine 1 2 3 4 5
GP Phone appointments	Urgent	1	2	3	4	5	Routine 1 2 3 4 5
Availability of nurse appointments	Urgent	1	2	3	4	5	Routine 1 2 3 4 5

Any comments on the above or other improvements noticed?

**We would like to continue to improve the care we give at
Poplar Grove**

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