



Newsletter - Winter 2018

Live Well, Stay Well

Live well Stay well
A great way to improve your health and wellbeing

We are here to help you improve your health and wellbeing
Would you like to:

- ...live a healthier life and feel better about yourself?
- ...reduce your chance of developing long term health conditions?
- ...know more about your physical health condition, take less

medication and manage it better with support?
...feel happier and improve your mood, as well as your physical wellbeing?

How we can help

Changing habits and lifestyle is not always easy and sometimes we need a bit more support to help us achieve our goals. As part of this service, we can help you take some small steps to a healthier lifestyle.

Live Well, Stay Well one-to-one advice is available to adults in Buckinghamshire who wish to improve their health and wellbeing. Even small changes in lifestyle can improve your long-term health - Live Well Stay Well offers you the opportunity to get started. The Live Well Stay Well Coaches can provide advice on lifestyle changes to improve wellbeing and refer or signpost to services to prevent and manage the physical and emotional challenges of long term health conditions such as:

- Diabetes
- Heart Disease
- Stroke
- Chronic Obstructive Pulmonary Disease (COPD)
- Irritable Bowel Syndrome (IBS)



How does it work?

Your first appointment will be a brief conversation over the telephone. This will help us understand your needs and refer you to the person or service who can best help you.

Having set yourself a goal or a personal plan, you will have the opportunity to select from a wide range of services to ensure you achieve success.

What support can I get access to?

- Losing weight
- Giving up smoking
- Being more active
- Drinking sensibly
- Help if you're stressed, worried or low
- Managing a long term condition
- Diabetes management



Too busy to attend a group or appointment? Try our website for digital self-help:

www.livewellstaywellbucks.co.uk

And to find out more about Live Well Stay Well health and Wellbeing services

Ask:
Your health or social care professional

Visit:
www.livewellstaywellbucks.co.uk

Call:
01628 857311



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CarersBucks

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 CarersBucks

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

Buckinghamshire Community Transport HUB



Do you need help getting to your doctor's and hospital appointments? The Community Transport Hub provides information on all aspects of community transport and community transport providers in Bucks - from Dial-a-Ride to community car schemes, mini bus hire and wheelchair accessible taxis. Please note they cannot make or take any bookings but through their community transport database they can provide advice on the most appropriate method of transport to meet your needs.

Call the Transport Hub: 0800 085 8480 or mobile friendly 01844 348834 (10am-4pm)

www.communityimpactbucks.org.uk/pages/community-transport

email: transport@communityimpactbucks.co.uk

Most schemes are organised and run by local volunteers.

PROMOTING EXCELLENCE IN VOLUNTARY & COMMUNITY SERVICES



Why Wasn't I Prescribed Antibiotics?

Many common infections are caused by germs called viruses. Antibiotic medicines do not kill viruses. Also, many infections caused by germs called bacteria do not need antibiotics. These infections often get better without antibiotic treatment. Excessive use of antibiotics may allow the germs to become resistant to the antibiotic medicines, so that they will not work when they really are needed. They may also sometimes cause side-effects. This is why antibiotics are not prescribed for many infections.

Viral infections

Many common infections of the nose, throat, sinuses, ears and chest are caused by germs called viruses. Flu-like illnesses are also caused by viruses. Diarrhoea and/or being sick (vomiting) are often due to a viral infection of the gut. If you are normally well, your defence (immune) system is good at fighting off many types of viral infection. An antibiotic medicine is not needed if a virus is causing an infection. This is because antibiotics do not kill viruses, they only kill germs called bacteria. Antibiotics may cause side-effects such as diarrhoea, rashes, feeling sick, etc. and overuse when they have not been necessary has led to some bacteria becoming resistant to them. This means that some antibiotics won't work when they are really needed.



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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.midgley@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.

Pop in Café

Dates:

Thursday 8th February 2018

Thursday 8th March 2018

Thursday 12th April 2018

If you feel like a chat and a cuppa come and join us at the Poplar Grove Pop in café at the surgery in Meadow way in the Health Promotion room. From 10.00am -11.30am.



Painted Rock Community Project



Based on the success of Bucks Rocks (where people paint stones & hide for others to find), we are launching a community project in the new year. We will be asking people to paint a stone with a design of their

choice. Once we have enough we will create a community "PAINTED ROCK GARDEN". All rocks will need to be painted using acrylic paint, nail varnish or sharpies and must be sealed using a varnish to ensure the design is protected against the weather. We will start collecting rocks at reception in January .

Foodbank Donation

On behalf of Aylesbury foodbank Heather-Joy Garrett and all the of Trussell Trust Food Bank clients served would like to take this opportunity to thank you all for your generous donation of 281.32kgs of food and toiletries. It is very much appreciated it and will be used to ensure people in need will not go hungry. They will also be posting thanks on our Facebook page www.facebook.com/Foodbank.Aylesbury/ where you will be able to see more about what we do and our fundraising activities.



POPLAR GROVE PRACTICE

Childrens Book Library



Thanks to Angie Harrison from the PPG, the surgery now has a selection of children's books based on life events e.g. going to the dentist. These books are for parents to use to help explain various life events please feel free to use & return to the rack

Cancelling Appointments

If you cannot attend your appointment, **PLEASE** ring the practice as soon as possible and cancel to make it available for another patient. In November 2017 there were **287** appointments DNAs (Did not Arrives) which was very high indeed. **10** of those were Triaged Emergency appointments, **133** were GP appointments and **154** were Nurse appointments. We are often short of appointments therefore it is crucial to make them available for booking for another patient were possible.



Check-In Screen

To ensure you are seen speedily by your nurse or GP, please use the check in screens located in both entrance porches. You will be prompted for your date of birth etc. and advised who you are seeing and which area to wait in.



Staff Training Dates 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 11th January 2018
Tuesday 15th May 2018
Tuesday 13th March 2018

Thursday 19th April 2018
Tuesday 20th February 2018
Wednesday 13th June 2018



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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

If you are eligible for the pneumonia or shingles vaccines, these can be done at the same time as the flu jab.

Drop in between 10am and 6pm when the practice is open for your flu jab if you are eligible. One of our clinicians will be alerted that you are waiting.

Keep Warm, Keep Well this Winter

Who is most at risk?

Very cold weather can affect anyone, but you are most vulnerable if:

- you're 65 or older
- you're on a low income (so can't afford heating)
- you have a long-term health condition, such as heart, lung or kidney disease
- you're disabled
- you're pregnant
- you have young children (newborn to school age)



•you have a mental health condition

How to keep your home warm

Follow these tips to keep you and your family warm and well at home:

•if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)

•keep your bedroom at 18C all night if you can – and keep the bedroom window closed

•during the day you may prefer your living room to be slightly warmer than 18C

•to reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C

•if you're under 65, healthy and active, you can safely have your home cooler than 18C, if you're comfortable

•draw curtains at dusk and keep doors closed to block out draughts

•get your heating system checked regularly by a qualified professional

Help with heating costs

You may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and the Cold Weather Payment.

The Energy Saving Trust has advice on how to reduce bills and make your home more energy efficient. They can also advise on grants and schemes available around the UK.

Look in on vulnerable neighbours and relatives

Check up on older neighbours and relatives, and those with heart or respiratory (breathing) problems, to make sure:

- they're safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they don't need to go out during very cold weather

If you're worried about an older person, contact a family member, the local council or ring the

Age UK helpline on 0800 00 99 66.

Other useful contacts:

Buckinghamshire County Council
Tel 01296 395000 or 0845 3708090
Adult Social Care (for anything concerning "social services")

Tel 01296 383204



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Buckinghamshire
ageUK

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



**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

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		

Child Health Clinic

Clinics are held at Poplar Grove on Tuesdays between 1.30pm and 3pm (last appointment is at 245pm.) Come with your under 5s to get advice from the Health Visitor regarding any health issues you may have about your children. Babies can also be weighed at the same time.



Blood Pressure Machine

There is a blood pressure monitoring machine in reception for patient's use at any time. The machine is very simple to use, the instructions are explained clearly on the machine, or feel free to ask one of the team to help.



Once you have completed the check, please leave your results ticket in reception after adding your name, date of birth and registered GP to the back. They will be added to your notes for your doctor's attention. The machine is available during practice opening times Monday to Friday.



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Easy Accessible Healthcare Advice for minor ailments ...see your local Community Pharmacist

Are you having problems getting an appointment with your GP that is convenient for you? Are you concerned about any of the following ailments and need a healthcare professional's advice? Then consider your local Community Pharmacist. They are fully trained to deal with most minor ailments and can recommend a vast array of products that can be bought (OTC) Over The Counter. Quite often these OTC products are cheaper than a prescription charge. The following are a list of some of the common conditions they can provide advice on:

acne	athlete's foot	back ache
cold sores	constipation	cough/colds
diarrhoea	ear ache	eczema
allergies	haemorrhoids	hay fever
headache	head lice	indigestion
mouth ulcers	pain	nasal congestion
period pain	thrush	sore throat
threadworms	warts/verrucae	

Most local Pharmacies are open extended hours and over the weekend. If your pharmacist feels that it is better for you to see your GP then they will refer you directly or advise you to make an appointment with your GP.

Five Common Winter Illnesses

Some health problems, such as a sore throat and cold sores, are triggered or worsened by cold weather. Here's how to deal with cold weather ailments.

Colds

You can help prevent colds by washing your hands regularly. This destroys bugs that you may have picked up from touching surfaces used by other people, such as light switches and door handles.

It's also important to keep the house and any household items such as cups, glasses and towels clean, especially if someone in your house is ill.

Top tip: If you get a cold, use disposable tissues instead of fabric handkerchiefs to avoid constantly re-infecting your own hands.

Sore throat

Sore throats are common in winter and are almost always caused by viral infections.

There's some evidence that changes in temperature, such as going from a warm, centrally heated room to the icy outdoors, can also affect the throat.

Top tip: One quick and easy remedy for a sore throat is to



gargle with warm salty water. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.

It won't heal the infection, but it has anti-inflammatory properties and can have a soothing effect.

Be extra vigilant about taking your regular medications, and keep reliever inhalers close by.

Norovirus

Also known as the winter vomiting bug, norovirus is an extremely infectious stomach bug. It can strike all year round, but is more common in winter and in places such as hotels, hospitals, nursing homes and schools.

The illness is unpleasant, but it's usually over within a few days.

Top tip: When people are ill with vomiting and diarrhoea, it's important to drink plenty of fluids to prevent dehydration.

Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

Painful joints

Many people with arthritis say their joints become more painful and stiff in winter, though it's not clear why this is the case.

There's no evidence that changes in the weather cause joint damage.

Top tip: Many people get a little depressed during the winter months, and this can make them perceive pain more acutely. Everything feels worse, including medical conditions. Daily exercise can boost a person's mental and physical state. Swimming is ideal as it's easy on the joints..



Cold sores

Most of us recognise that cold sores are a sign that we're run down or under stress. While there's no cure for cold sores, you can reduce the chances of getting one by looking after yourself through winter.

Top tip: Every day, do things that make you feel less stressed, such as having a hot bath, going for a walk in the park, or watching one of your favourite films.

Dry skin

Dry skin is a common condition and is often worse during the winter, when environmental humidity is low. Moisturising is essential during winter. Contrary to popular belief, moisturising lotions and creams aren't absorbed by the skin. Instead, they act as a sealant to stop the skin's natural moisture evaporating away. The best time to apply moisturiser is after a bath or shower while your skin is still moist, and again at bedtime.

Top tip: Have warm, rather than hot, showers. Water that is too hot makes skin feel more dry and itchy.



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POPLAR GROVE PRACTICE

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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