

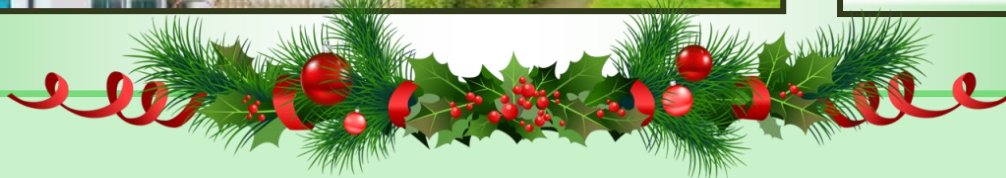


Poplar Grove Practice Patient Newsletter

Volume 1

12.12.2023

Christmas Edition 2023



Welcome

Our Patient newsletter is published quarterly to keep you up to date with what is happening at Poplar Grove and to raise awareness of health and wellbeing.

Opening Times

In accordance with NHS England's Enhanced Access standards, our doors are open 07.20am-18.30pm with phone lines available 08.00am-12.15pm and 14.00—18.30pm.



Did you know that over the last 30 days we have had 19,792 inbound calls! 31.2% were answered with 58.7% abandoning their calls.

In November, we had 225 patients miss their booked appointments. This is equivalent to 16 GP/Nurse sessions. If you cannot keep an appointment or no longer need it, please let us know, so as someone else can take the appointment.

Please be Kind 🙏

We have seen an alarming increase in abusive behaviour towards our staff.

Whilst we understand the frustration patients feel when accessing our services, our staff are committed to doing their jobs, and therefore should not be subject to any form of abuse or intimidation.

We understand queues on our phone lines & front desk are long. We are doing everything we can to address this, however these are circumstances that are beyond our control. Please always treat us with dignity and respect.

We are short staffed because of annual leave, vacancies and the number of staff currently sick with stress because of the way they are being treated by some patients.

This has a knock on effect, which results in the wait time at the Reception desk and the phone calls taking longer to get through as we are even more understaffed.





Poplar Grove Practice GP Navigation Communication Update for our Patients

Everyone is aware of the pressures facing NHS services as we prepare for a very challenging winter.

At Poplar Grove we continually look at how we can get the most out of all available appointments. A recent Demand v Capacity Analysis showed that for every appointment available, at least 5 patients are seeking it.

In August 2023, we implemented a new system where every morning, one of our GPs is based alongside our highly trained patients services team (PST), ensuring the correct care is provided and that appointments are made efficiently.

Benefits to GP Navigation

- All appointment requests are clinically triaged by our GP. This ensures the right appointment is offered to suit the patient's needs.
- We are offering more pre-bookable appointments, either face to face or a telephone call.
- We are able to deal with "quick wins" like out of stock medications, prescription approval and signposting to other services when a GP appointment is not necessary.
- Complaints have significantly decreased and our appointment availability is being used more productively.

Challenges to GP Navigation

- We are aware call waiting times in the mornings are slightly longer, but once you get into the queue, all queries are dealt with efficiently.

Finally.....

- The ask First App is available and provides access to on-line booking for a variety of services.
- The NHS App allows you to view your GP record and view test results in a timely manner.
- Please cancel appointments if they are no longer needed.
- **225 Patients failed to attend their appointment in November !!**
- Please treat our staff with dignity and respect. We do understand how challenging it can be accessing NHS services and our staff are doing everything they can with the resources we have. Abuse to our staff has got worse and we have a duty of care to them, as well as our patients.

Thank you for your support and understanding





Poplar Grove Practice Spotlight

Diabetes Educational Meeting

On Wednesday 22nd November we invited a group of Type 2 Diabetic and Pre-Diabetic patients to attend an educational meeting to help empower them with knowledge about Diabetes, which in time we hope will help them self manage their condition better.

Patients were introduced to the Diabetic Team;

- Dr Karen Johnson
- Dr Shama Shaid
- Nurse Leona
- Nurse Rachel
- Nurse Jo
- Pharmacist Martin
- Pharmacist Alli

They talked about Microvascular and Macrovascular complications of Diabetes and how to prevent these. They also discussed medication and how they work and then finishes the session on a talk about the benefits of a Low Carb Diet in Diabetes.

We had a fantastic turnout and the feedback we received was very positive. Thank you to those who were invited and attended the session.

If you are a Type 2 Diabetic or Pre-Diabetic and are interested in gaining further knowledge of your condition and how to manage this, please contact the surgery and arrange for a message to be passed to the Diabetic Team.





News From Poplar Grove Practice PPG

Thank you to those who supported our Thursday pop up cafe at Oakfield scout hall today. There will be no cafe in December, but will reopen on the last Thursday of the month in January up to and including March 24th 2024 from 11am to 1pm at Oakfield Scout Hut. Our Wednesday pop up café at Foxhills Indoor Bowls Club Wendover Road from 10am to 1pm will run for the next Wednesday 13th December and then break until January 17th 2024.

A big thank you to all of our volunteers who help out. We are looking for additional help at both Café's—it doesn't have to be the whole session—if you can spare an hour on a regular basis, please get in touch.



The Great Christmas Poplar Grove Patients PPG Tombola

Thanks to our PPG for hosting Poplar Grove Practice Christmas Tombola this week, with all proceeds going towards updating our blood pressure machines which are lent out to patients, so they can submit their readings to their GP—Well done for all your help in raising such a wonderful amount of money for the practice.



Poplar Grove Vision Statement

Poplar Grove Surgery aspires to be a welcoming practice promoting dignity and mutual respect to all our patients and staff. We encourage ongoing learning and training to maintain the highest quality of patient care. We will work in partnership with each other and the wider community to continuously improve our patient centred services through effective decision making and clear communication.

We listen to all feedback, good and bad, from our staff, patients and members of the local community. This enables us to design, innovate and evolve our services in line with the changes to NHS healthcare service provision.

Primary Care Conversation—Public Engagement

BOB OCB have launched the public engagement around the strategy, the “Primary Care Conversation”: which can be found here <https://yourvoicebob-icb.uk.engagementhq.com/hub-page/primary-care>

At this initial stage of engagement, the public have been asked to share their views, insights and experiences of primary care. The public engagement runs from Friday 17th November 2023 until 31 January 2024.

Message on behalf of : Nick Broughton the BOB ICB CEO




Christmas Opening Hours 2023

Monday 18th December to Thursday 21st December
OPEN AS USUAL

Friday 22nd December
07.20am to 12.30pm, closing for lunch,
reopening at 2pm until 6.30pm

Monday 25th December (Christmas Day)
CLOSED

Tuesday 26th December (Boxing Day)
CLOSED

Wednesday 27th December to Friday 29th December
OPEN AS USUAL

Monday 1st January 2024 (New Years Day)
CLOSED

Tuesday 2nd January 2024
OPEN - Normal service resumes

Merry Christmas
from all the staff at Poplar Grove Practice




Poplar Grove Elves
raised £56 on
December the 1st
for The Alzheimer's
Society



Poplar Grove Practice
Christmas Jumper Day
raised £56 for Save The
Children on 7th and 8th
December



Merry Christmas

& HAPPY NEW YEAR

Our Next Newsletter will be published in February 2024

Practice Manager: Paula Martin

Senior Partner : Dr Juliet Sutton