



Poplar Grove Practice
Patient newsletter



Volume 2

March 2024

“Spring Edition 2024”



WELCOME

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

We have seen an increasing number of patients queueing for an appointment before 8.00am in the morning. Please can we encourage patients to try either the Ask First App or the telephone to book an appointment, so as to avoid the lengthy queues at the Reception desk. Thank you.



Our opening times are in accordance with NHS England’s Enhanced Access standards:

- * Our doors are open from 07.20am-18.30pm.
- * Phone lines available 08.00am-12.15pm and 14.00—18.30pm.

Appointments are **NOT** released until 8.00am.

- * Prescription Line open mornings only from 10.00am-12.15pm.



DID YOU KNOW?



NHS England Pharmacy First

The Pharmacy First scheme was launched by the Government and NHS England on **31 January 2024** to give patients quick and accessible care and ease pressure on GP services.

NHS Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- Sinusitis** (adults and children aged 12 years and over)
- Sore throat** (adults and children aged 5 years and over)
- Earache** (children and young adults aged 1 year to 17 years)
- Infected insect bite** (adults and children aged 1 year and over)
- Impetigo** (adults and children aged 1 year and over)
- Shingles** (adults aged 18 years and over)
- Urinary tract infection** (women, aged 16 to 64 years)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied



DR JULIET SUTTON
WILL BE RETIRING IN MAY



I think it is very fitting that I have been asked to write a few words about Juliet in this newsletter, as we prepare for her retirement in May. I have known Juliet longer than nearly everyone at Poplar Grove. I remember so clearly her smiling at me during my interview nearly 30 years ago. That cheeky grin has persisted as a constant through all the up and downs of the NHS and General Practice; that steadfast positivity continues to shine through, keeping us all uplifted!

To say that Juliet is going to be missed is a huge understatement! She will be so missed by all of us that work with her. She is always there to be a listening ear, to help calm rocky waters and be a fair judge of situations.

She will roll up her sleeves and get stuck in whether it's helping out our Duty doctors, when someone is off sick or there is an emergency in the building.

You almost don't notice it because that is just what she does naturally. She is "Mum" of Poplar Grove. She gives her heart, her soul and a lot of her own time to Poplar Grove Practice.

Patients too are going to feel her loss as she manages to remain the traditional family doctor. She has cared for so many families seeing their young ones grow up and become parents themselves. Her patients will miss her caring nature.

However, all good things must come to an end and I am sure you will all join me in wishing her every happiness as she sets off on the next chapter of her life with new adventures to enjoy!

Dr Karen Johnson.



POPLAR GROVE PRACTICE **SPRING HEALTH SPOTLIGHT**



Since 1949, the Mental Health Foundation has been the UK's leading charity for everyone's mental health.

Their vision is for a world with good mental health for all.



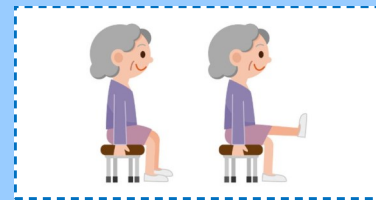
MENTAL HEALTH AWARENESS WEEK
WILL TAKE PLACE FROM 13 TO 19 MAY,
THE THEME IS "MOVEMENT: MOVING
MORE FOR OUR MENTAL HEALTH".

Being active is important for our mental health. But so many of us struggle to get enough exercise. We know there are many different reasons for this, so this Mental Health Awareness Week, we want to help people to find moments for movement in their daily routines.

Going for a walk in your neighbourhood, putting on your favourite music and dancing around the living room, chair exercises when you're watching tv– it all counts!

Further information can be found the Mental Health Foundation's website:

[Mental Health Awareness Week | Mental Health Foundation](https://www.mentalhealth.org.uk/mental-health-awareness-week)



MILITARY VETERANS

PGP has recently become accredited as a veteran friendly Practice!

A veteran is classed as anyone who has served in the Armed Forces or as a Reserve for at least one day.

All veterans, service leavers, non-mobilised reservists and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems.

If you are a veteran, please let us know so we can update your medical records. Thank you.



SAFE SURGERY

Did you know that Poplar Grove is also now a Safe Surgery?

We are committed to providing equal access to our services for everyone in our Practice area, regardless of their immigration status.

This is in line with our duties under NHS England guidelines for GP registration, informed by our knowledge of the barriers to healthcare faced by migrants/ the homeless in vulnerable circumstances.



ADVANCED NOTICE OF STAFF TRAINING AFTERNOONS

BOB Integrated Care Board provides cover for our staff to have training time throughout the year.

On the following dates we will be closed from 1.00pm – 6.30pm, but you can still access care by calling 111.

- * Wednesday 17th April
- * Tuesday 14th May
- * Wednesday 5th June
- * Wednesday 10th July
- * Thursday 19th September
- * Thursday 17th October
- * Wednesday 13th November



Please note there is NO training in August or December.

PATIENT PARTICIPATION GROUP

The PPG is made up of patients of the Practice. Our aim is to facilitate the needs of the patients by improving the surgery for both patients and staff, plus more importantly, communication with the Practice itself.

We meet on the 3rd Thursday of each month from 12.30pm-2.00pm at the Practice (with the exception of August and December).

If you would be interested in joining us, please leave your name & email address in an envelope at Reception or in the Practice post box simply marked PPG and we will get back to you.

Looking forward to seeing you.

Remember we are Patients for Patients.

Thank you.

Chair of PPG - Elaine Trump



Notice Board



BANK HOLIDAYS

Please note that the Practice will be closed on Bank Holidays.



Good Friday: Friday 29th March

Easter Monday: Monday 1st April

We will reopen Tuesday 2nd April

Early May Holiday: Monday 6th May

We will reopen on Tuesday 7th May

Late May Holiday: Monday 27th May

We will reopen on Tuesday 28th May



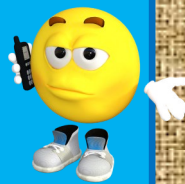
Don't forget the clocks go forward 1 hour at 1.00am on Sunday 31st March.

PATIENT INFORMATION SCREENS IN WAITING ROOMS

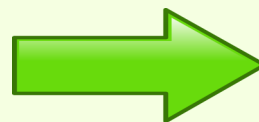
These are updated every few months with useful information and patient resources. If you have any suggestions on what you would like to see, please let us know!

CONTACT DETAILS

Please could we remind patients to ensure we have the correct contact details for you. If you change your mobile number, email or home address please let us know .



SPRING HAS ALREADY SPRUNG IN OUR MEMORIAL GARDEN



Our Summer newsletter will be published In June 2024.

Practice Manager: Paula Martin. Senior Partner: Dr Juliet Sutton.