

# Poplar Grove Practice

## Inspection report

Poplar Grove Practice  
Meadow Way  
Aylesbury  
Buckinghamshire  
HP20 1XB  
Tel: 01296 468580  
Website: [www.poplar-grove.co.uk](http://www.poplar-grove.co.uk)

Date of inspection visit: 15 Jan 2019  
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Poplar Grove Practice in Aylesbury, Buckinghamshire on 15 January 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we inspected
- Information from our ongoing monitoring of data about services and
- Information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. The practice had actively reviewed access to the practice. The majority of patients could access care and treatment in a timely way, however further improvements could be made.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw an area of outstanding practice:

- The practice provided an outstanding service to patients with caring responsibilities. This service was recognised by Carers Bucks (an independent charity to support unpaid, family carers in Buckinghamshire) and the practice was awarded an Investors in Carers GP Standard award. This was in recognition of the extra support they offer to unpaid carers who were registered at the practice.

Whilst we found no breaches of regulations, the provider **should:**

- Look at methods to improve the uptake of cervical screening for eligible patients.
- Continue to improve the appointment system to ensure patients were able to contact the practice to make appointments without difficulty.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

Professor Steve Field **CBE FRCP FFPH FRCGP**

Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

## Background to Poplar Grove Practice

Poplar Grove Practice is a modern purpose-built practice located on the outskirts of Aylesbury town centre and is one of the practices within Buckinghamshire Clinical Commissioning Group (CCG).

Services are provided from one location:

- Poplar Grove Practice, Meadow Way, Aylesbury, Buckinghamshire HP20 1XB

The practice website is:

- [www.poplar-grove.co.uk/](http://www.poplar-grove.co.uk/)

There are 16 GPs (four male and 12 female) at the practice, the GP team also included a female GP Registrar. The practice is a training practice for GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine. The GP team is supported by two paramedic practitioners and a clinical pharmacist.

The nursing team consists of five practice nurses and four health care assistants with a mix of skills and experience.

A practice manager, IT manager, finance manager, facilities manager, office manager and a team of administrative staff undertake the day to day management and running of the practice.

Following significant new housing developments in the local area, in the last three years, the number of registered patients has increased by 7%, from 18,535 to 20,050.

The practice population has a proportion of patients in two local nursing homes (approximately 70 registered patients). The practice population includes patients from the boating and canal community based at the nearby marina. There is an arrangement that the practice provides GP services for homeless people who access a local homeless charity. The boating and canal community alongside the homeless community who use the practice increases the practice's transient patient population who are often outside of area for long periods, this has an impact on screening and recall programmes.

The practice has core opening hours between 8am and 6.30pm every weekday. Extended hours appointments were available between 7.30am and 8am every weekday morning and between 6.30pm and 7.30pm every weekday evening with the exception of Wednesday and Friday evenings when the practice closed at 8pm. Patients at the practice could access improved access appointments at primary care access hubs across Aylesbury and Buckinghamshire. These improved access appointments were booked via the patient's registered



practice and offered a variety of appointments including up until 8pm Monday to Friday, selected hours on Saturdays and 9am until 1pm on Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.



The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.