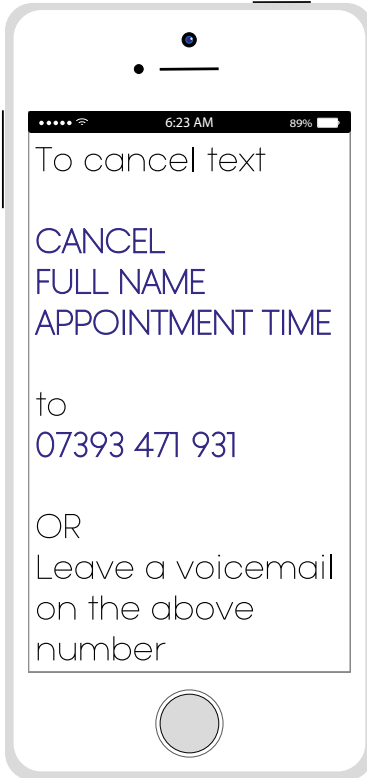


New Cancellation Mobile Number



In an effort to try to reduce the number of patients who do not let us know they are unable to attend their appointments we have introduced a new mobile service. **07394 471 931**. This is unmanned but available 24/7 so please send a text or leave a voicemail message if you need to cancel an appointment. Remember to leave your full name and details of your appointment when cancelling. Once the message has been received and recorded on your patient record it will be deleted.

If you need to change your appointment then you will still need to call the surgery, but you could do this after sending a cancellation message to us via the mobile number. You can also book and cancel appointments via our online access service as well. More appointments will be available to book online over the next few months too.

It is absolutely critical to let us know if you are unable to make appointments to help us be effective with our time and enable us to be fully responsive to our patients needs. We can re-issue appointments to those who are waiting to be seen, plan in important administrative work or call backs to patients. In the last quarter 39 hours of GP time and 167 hours of nursing and HCA time was not fully utilised due to patients not turning up to appointments without letting us know. We recognised that we could do more to assist our patients with remembering their appointments so do now offer appointment cards and are working on improvements to the text confirmation and reminder service. Please ensure we have your up to date contact information.

Thank you to the **93%** of patients that did make their appointments over the last 3 months.

Staff Changes

This month we'll be saying farewell to Dr Nicola Bell and officially welcoming Dr Derek Greatorex to the Cricketfield family. He's been working with us as a locum previously but from April 1st he has officially become part of the team and he'll be a regular face around the surgery who patients will get to know.

Now Dr Paul Johnson is now the Chair of the Devon CCG and to enable him to fulfil this role whilst still ensuring high quality care for his patients he will be stepping down as a partner of Cricketfield Surgery but remaining with us on 1 day a week from September to the end of the year.

Same Day Appointments

We have very limited same-day appointments available and it is much more effective, safe and fair to offer this through triaging our telephone calls and eConsult submissions.

Therefore, we do not offer same day appointments to patients who walk in to the Surgery and request one.

Our receptionists will be able to assist you with other enquiries or book you an appointment for another day. For a same day response please call the surgery if you feel you have an urgent medical concern that is non-life-threatening, or use eConsult to get a next working day response.

There is also self-care advice and online support available through eConsult.

eConsult

Our eConsult service has seen some recent improvements and it is a fantastic way to get self-care advice, link to pharmacy advice and online support as well as submit your health concerns to the Surgery. It's really easy to use via a PC, laptop, tablet or smart phone simply by visiting cricketfieldsurgery.co.uk and clicking on eConsult



You can use eConsult to contact a clinician (GP/Advanced Nurse Practitioner/Nurse) for any non-urgent or non-life-threatening medical concern you may have. It enables the clinician to review your query and review your medical records prior to communicating with you so that they can be fully prepared and give you a detailed and swift response. You can also use eConsult for:

- Requesting sick notes
- Completing regular PHQ-9 questionnaires for depression if requested by your GP, and/or to provide your GP with regular updates on your mental health without having the stress of trying to arrange or attend an appointment.
- Completing other medical follow-ups requested by a GP or Nurse, which may include sending pictures to monitor change or improvements
- Medication review requests

Digital Drop-in Sessions

To help patients get familiar with eConsult, get Online Access up and running and offer general digital support to patients we are launching Digital Drop-in Sessions.

These will be held on the first Tuesday afternoon of every month from 2pm to 6pm.

The first one will be June 4th 2019.



Consult our doctors online

Our eConsult service lets you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

GET STARTED

Submissions directed to the Surgery are triaged by one of our eConsult Champion administrators who will assign to an appropriate clinician or may even be able to respond or action your query themselves. If a clinician is needed to review and respond to you then they will do so by the end of the next working day. Therefore, it's great for beating the morning phone queues; simply submit your eConsult query the night before, or over the weekend. (Although Cricketfield Surgery may be open on weekends and bank holidays this is run by a different service which we rent our premises out to therefore these are not standard working days for Cricketfield Surgery).

To get help from your doctors, find your condition below or [request general advice](#)

All conditions

A-Z

Body map

Select the affected area of the body



eConsult is great for people who are busy, not sure how important or urgent their concern is, are worried or even embarrassed about speaking to a receptionist about their medical problem(s), struggle to get in to the Surgery for any reason or who may be on the Autistic Spectrum and find communicating or socialising challenging.

Paediatric eConsult is coming soon which we hope will be really useful to parents, simply access the eConsult service in the same way. You can submit medical queries for under 16s using this service, although please note you will need to have third party consent set up for a young person aged 13 or over (forms are available on our website or available from our reception) unless they have been deemed not competent by a GP to make their own decisions regarding their welfare.

Prescriptions

1. Please be aware that we cannot accept third party medication requests through prescription companies. This is a rule set by the Devon Clinical Commissioning Group.
2. Requesting repeat medications: Please use our online access service, or you can drop in your request to the surgery, or you can email us on prescription.cricketfield@nhs.net
3. We are only able to accept telephone requests for repeat medications by housebound patients, although they may also want to use the online access service.
4. If you need to raise a query with your medication or request an alteration then please use our eConsult service via our website, alternatively please call the main surgery number and ask for a GP to call you back to discuss your medication.
5. Prescribing time frames:

- It can take up to 2 full working days to process a repeat prescription request. If you raise a query or request an alteration that will take longer as it will need to be reviewed and authorised by a GP.
- The quickest way to get your prescription is to collect the paper copy from the surgery and take directly to a pharmacy – you may get someone else to do this for you but we will need your consent in advance and you will be asked to set a password that the person collecting will need to give before they are handed the prescription sheet. Please be aware your personal data is detailed on the prescription sheet.
- If we are able to send your prescription electronically to a pharmacy it can take another full working day for them to receive and download into their system.
- If the pharmacy is collecting the hardcopy prescriptions from us they do not do this every day so it could take up to a week for it to be available for you to collect.

If you want your prescription collected by a friend or relative from the Surgery you will need to set a password for them to use. We will add this to your medical record for future reference but you can request it is changed at any time. This is to ensure the security of your prescription and personal data.

We're Recruiting

We are currently looking for a trainee administrator to work part-time with us over the Summer, from about mid-June to the end of August. This is a great opportunity for anyone interested in medical administration or even a clinical career as a GP, Nurse or HCA as learning what goes on behind the scenes would be invaluable. The hours are spread over 3 afternoons per week with some flexibility and occasional additional hours. There may also be the opportunity for the post to be extended beyond the Summer, with us able to potentially adjust the hours around other commitments such as college or even offer an administrative apprenticeship if the successful candidate excels over the Summer. More details will be on our website by the end of April, which is also where you'll find our privacy notice for applicants. Applications can be made direct to Cricketfield Surgery, addressed to the Practice Manager by post or email. Please include a cover letter detailing why you wish to apply for the post, why you think you'd be good at the role and also include a copy of your CV by **Thursday May 30th. Interview invites will go out week commencing 3rd June.**

Please note all applicants must have a thorough understanding of confidentiality, have an awareness of safeguarding and understand that pre-employment checks will be run which include a Disclosure and Barring Service check.



New Rooms

The 2 new rooms we've had built on our ground floor are now finished and are being put into use. One is a replacement phlebotomy room as the other was a little bit small and will now become a store room. The other is our flagship consulting room where our Nurse Manager will see patients and Dr Kulkarni will conduct his consultations and minor operations work. Over the next few weeks the whole nursing team will migrate downstairs which we hope will make life easier for patients.

Upstairs we will be creating a Wellbeing Room for those who have appointments with counsellors or for our new Social Prescribing service with our Senior HCA, Sharon Allison. This is a fantastic new service that offers an holistic approach to the wellbeing of our patients.

Are you a patient of Cricketfield Surgery and want to make a difference?



Pick up an expression of interest form or email cricketfieldppg@gmail.com for more information

Our Patient Participation Group meet monthly on a flexible schedule to discuss:-

- Surgery News & updates
- Ways to improve patient services & care
- Ways to improve the surgery environment
- Fundraising for new equipment and special items
- Supporting the surgery raise money for charity
- Raising awareness on a variety of health conditions & patient wellbeing

Waiting Area

At our latest PPG Meeting it was raised that the waiting area isn't laid out in a patient friendly way.

We have taken this on board and you will see adjustments over the next couple of weeks to the waiting area seating so they are better arranged for patient access.

Thank you for your feedback

NHS Improvements Information Evening



We will be holding an information evening on ... for patients to learn more about NHS Improvements that will be having a positive impact on Cricketfield Surgery and our patient community. Dr Paul Johnson who is now the Chair of the combined Devon CCGs will deliver a presentation on the new NHS Long Term Plan. Dr Andrew Venning will be taking on the role of Clinical Director for our new Templer Care Network launching in July and will let you know about that exciting project and our Nurse Manager, Joyce Pickering, will tell you all about our new social prescribing service which we hope will greatly improve the wellbeing of our patients.

Seats are limited so please book online.... Or ask at Reception

cricketfieldopenevening.eventbrite.co.uk

There will be refreshments and our Patient Voice Group will be there to support the evening.

When: Tuesday 2nd July
6pm - 7pm

Where: Cricketfield Surgery

Get Involved

We have an iPad in reception for us to gain valuable, timely feedback from our patients.



Please take a minute at the start or end of your visit to share your views with us to support us in delivering excellent patient care. All feedback is appreciated.

Awareness Days

Some of the upcoming awareness days are below. You can easily find out more information about these online.

June

National Osteoporosis Month
7th - British Heart Week
10th - Mens Health Week
10th - Healthy Eating Week
10th - Carers Week
17th - Cystic Fibrosis Awareness Week
20th - National Breastfeeding Week

July

1st - National Childhood Obesity Week
28th - Hepatitis Awareness Week

Follow us on Social Media for the latest surgery news and updates as well as NHS Campaigns and links.



@CricketfieldGP



/CricketfieldSurgery