

## Our Same Day Service

We have expanded our Same Day Team to improve our services and accessibility for our patients.

From September we will not be offering same day appointments available to book first thing in the morning. All patients who feel they need to see a GP or Clinician that day will be asked some questions by the administrator taking the call to ensure we have the information necessary to prioritise patients fairly. They may even be able to advise you of other ways you could get your concern dealt with, such as through eConsult or seeing a Pharmacist, or that you could book an appointment to see a GP in a few days. For those that are assigned to the Same Day Team they will prioritise the list and call patients back to talk through what the patient is concerned about and what they are experiencing. If they feel it is important you come in to see one of the team they will arrange this with you. They may also advise you that its not urgent but you should come in to see a GP or Clinician on another day. Babies and young children, along with the frail and elderly are prioritised. It is worth noting that if you do not provide any details of why you want to speak to the Same Day Team they will be unable to prioritise you appropriately and you may be left to the end of the call back list.

Although it may appear that we are reducing appointments by taking away the Same Day ones it actually frees up GP Appointments for those patients with long-term or recurring conditions and enables them a better chance to see their regular GP which is much more beneficial to them for consistency of care and more efficient appointments. Patients who do need to be seen on the Same Day will be, they will just speak to a highly trained and experienced clinician first to see how we can best assist them.

## Meet our same day team

We have expanded our Same Day Team to include Rob Price, formerly from the Community Nurse Team, as a Triage Nurse. He is a very experienced and well qualified Nurse, including recently achieving his Prescribing qualification. He will focus on same day patient queries relating to Minor Illness, as will Ruth Christophers. Already an established member of our Nursing Team she will also work with the Same Day Team for a few hours a week as a Triage Nurse in the Autumn.

The Same Day Team is coordinated by our Advanced Nurse Practitioner, Clare Humphrey. Advanced Nurse Practitioners are prepared with advanced clinical education, knowledge, skills, and scope of practice in nursing through a Masters qualification. They are then able to assess a patient, make a diagnosis and provide treatment, just like a doctor. However they do this within a clearly defined scope of practice that is agreed with their employer, and the level of medical complexity that they deal with is usually less than that of a doctor.

The Same Day Team are then supported by a GP who is assigned to support the Same Day Team for the whole day and they will deal with the more complex enquiries and those most appropriate to be seen by a GP.



Claire Humphreys  
Advanced Nurse Practitioner



Roo Christophers  
Nurse



Rob Price  
Triage Nurse

## Don't forget eConsult

Get help, advice or ask for a sick note or GP letter from the comfort of your own home.



Use eConsult to fill out a simple form and we'll get back to you by the end of the next working day or sooner.



Our eConsult service 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 [cicketfieldsurgery.co.uk](http://cicketfieldsurgery.co.uk) and scrolling down to click on 'eConsult-get started'. Submissions directed to the Surgery are triaged by one of our eConsult Champion administrators who will assign to the Same Day Team, or a specific clinician if more appropriate, or they 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)

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

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.

## Cricketfield Surgery Flu Clinics 2019

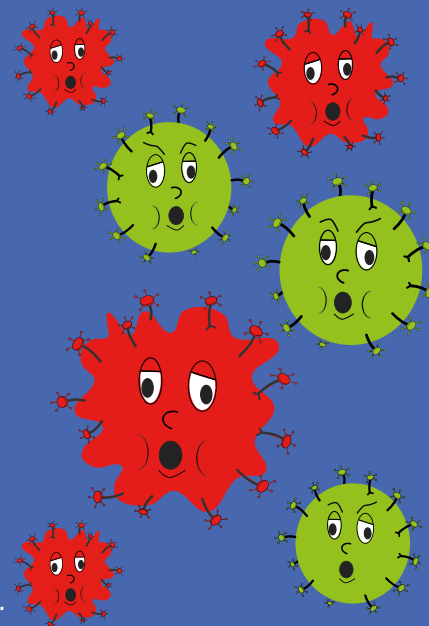
**Over 65s Only** on September 28th 9am to Midday at the Courtenay Centre, Newton Abbot.

**Open to all** on October 12th 9am to Midday at the Courtenay Centre, Newton Abbot.

There is likely to be a third clinic for Under 65s only towards the end of November/early December.

There is limited free parking available at the Courtenay Centre so please only use this if you really need to. There is a cut through lane from Cricketfield Carpark to enable easy access to the Courtenay Centre.

You may be aware there is a delay nationwide in the production of the vaccine for the under 65s this was necessary to enable Public Health England to be sure the vaccine would be most effective against the current strains of flu prevalent in the past year. We have been assured our deliveries will commence in October but will then continue into November.



## Don't forget our cancellation number

**07394 741 931**

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 **35.25 hours of GP time and 134 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 **96.67%** of patients that did make their appointments over the last 3 months.

## Digital Support

To help patients get familiar with eConsult, get Online Access up and running and offer general digital support to patients we are able to offer you support on the first Tuesday afternoon of every month from 2pm to 6pm. Please speak to our Administrators who will book you a slot.

### Upcoming Dates:

3rd September

8th October

5th November

Booking a slot enables us to ensure we are ready for your query when you arrive.



## Appointments Online

Over 25% of appointments are now available to patients online, this includes GP appointments and blood tests. To get online access you do need to complete a form which you can do via our website or by asking for at our Reception desk, you will need to provide photographic ID. Online access also allows you to see your patient record, order repeat medications and cancel appointments easily.





**Would you be interested in becoming a volunteer driver for Cricketfield Surgery's patients?**

Please Contact Joyce via email [cricketfield.admin@nhs.net](mailto:cricketfield.admin@nhs.net) for more information

## PPG

Our Patient Participation Group has seen a nice boost in numbers recently so thank you and welcome to all our new members and thank you to those continuing to support the group. The group is so valuable to Cricketfield Surgery in assisting its development.

**Next meeting - Tuesday 17th September at 12pm at the Courtenay Centre**

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



**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

Pick up an expression of interest form or email [cricketfieldppg@gmail.com](mailto:cricketfieldppg@gmail.com) for more information

## Macmillan Coffee Morning



**Friday 27th September 2019  
10am - 3pm or  
until the cakes run out.**

On Friday 27th September we will be holding a Macmillan Coffee Morning like we did last year. There will be a selection of cakes and savouries for you to purchase with all funds raised going to Macmillan.

### How did it all begin?

The first ever Coffee Morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. It was so effective, we did it again the next year – only this time nationally. Since then, Coffee Morning has raised over £200 million for Macmillan.

## Awareness Days

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

### September

2nd - Organ Donation Week  
9th - Know your Numbers Week  
10th - World Suicide Prevention Day  
13th - World Sepsis Day  
23rd - National Eye Health Week  
27th - Worlds Biggest Coffee Morning - Macmillian

### October

Stoptober  
Breast Cancer Awareness Month  
1st - National Work Life Week  
8th - Back Care Awareness Week  
10th - World Mental Health Day  
18th - World Menopause Day

## 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.

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



**@CricketfieldGP**



**/CricketfieldSurgery**