



Cricketfield Road

Newton Abbot

TQ12 2AS

[www.cricketfieldsurgery.co.uk](http://www.cricketfieldsurgery.co.uk)

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# **An Overview of the Practice**

Cricketfield Surgery is an established primary healthcare provider delivering NHS services. It is a Partnership organisation that is contracted to provide these NHS services and a variety of enhanced additional services. The Partnership comprises of Dr K. Barnett, Dr S. Binning, Dr E. Palmer, Dr E. Stubbs and Dr A. Venning.

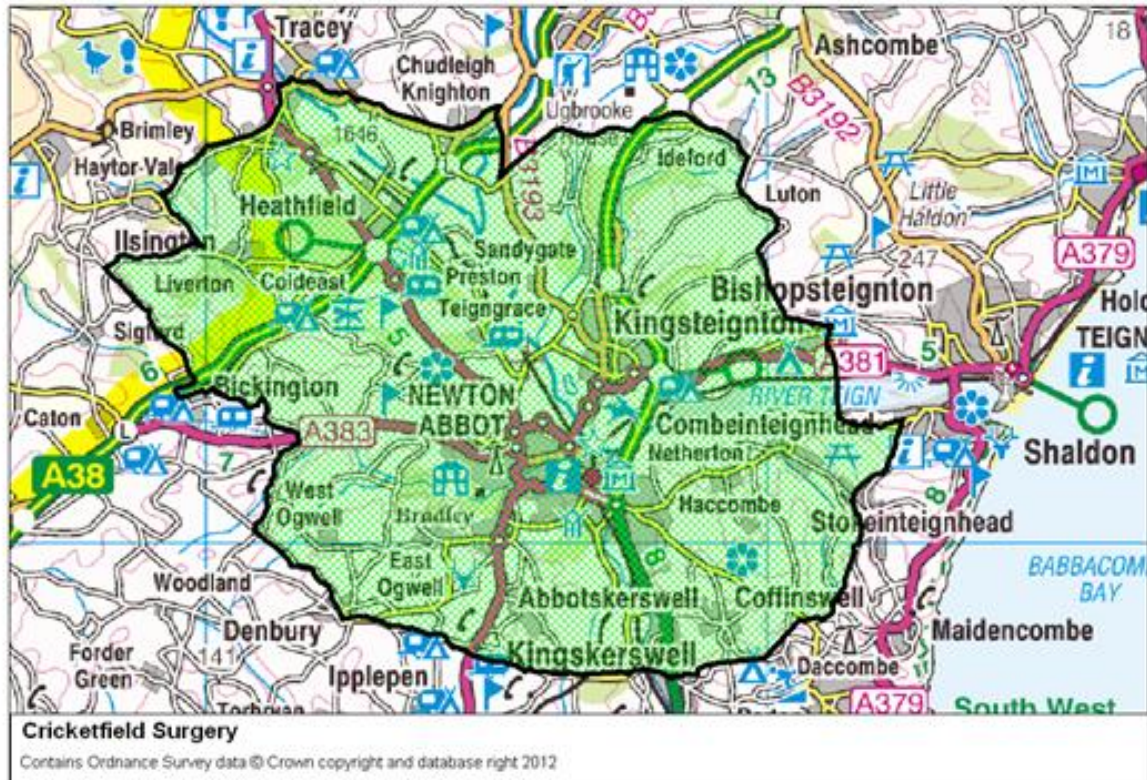
We also provide non-NHS work which includes letters and medical reports for employers, benefit organisations, solicitors and insurance companies.

## **Our Mission Statement**

Cricketfield Surgery aims to achieve a friendly, caring and community focussed primary healthcare service that enriches the wellbeing of its patients and staff.

The Practice is dedicated to continuous improvement and enabling a positive environment in which learning, innovation and aspirations can thrive.

## **Our Practice Area**



## Registration

The Practice welcome new patients who live within our practice area. You are entitled to ask to see a specific doctor. We try to accommodate this but please be aware some doctors can be more booked up than others. You will be advised after registration who your accountable GP will be. New patients are asked to complete a detailed questionnaire to advise the doctor of their medical history. We may also be able to offer additional support through our Nursing Team and Social Prescribing. The forms are available to download from our website or you can request a paper copy from our Patient Services Team at reception or over the phone. The forms to be completed are determined by age; over 13s will need to complete their own form unless it is determined they are not competent to make decisions regarding their health care.

We do ask for identification at the time of registration, however some circumstances may make this difficult and we do take that into account. Please view our full policy on New Patient Registrations on our website or ask for more information from our Patient Services Team.

If you are on any regular medication you should also make an appointment to discuss this with a doctor, or if you have a long-term health condition you may want to meet with a member of our nursing team to discuss your ongoing treatment and care. This is a good time to ask for help with any particular medical, social or psychological difficulty.

It can take up to 2 weeks to process a new registration and we may not have full access to your medical records until that time so medical treatment is not available until then, unless you require urgent care. This will be assessed by our Same Day Triage Team and they will assist you as best they can. If you require a repeat prescription during the registration process period then please contact your previous GP Practice to get them to organise this for you, for collection from a local pharmacy. Please contact reception if you need further information.

### **Our Clinical Commissioning Board (CCG)**

NHS Devon CCG commission us to provide NHS services on behalf of the Newton Abbot population. Their mission is to work together to commission the right services to improve the lives of those who live in Devon.

To find out more visit their website <https://devonccg.nhs.uk/>

If you want to know more or feel you need advice about the services we are commissioned to provide, other medical services in Devon or wish to escalate a complaint beyond our policy then please contact NHS Devon CCG via their Patient Advice and Complaints Team:

Patient Advice and Complaints Team, NHS Devon CCG, FREEPOST EX184, County Hall, Topsham Rd, Exeter EX2 4QL

Telephone: 01392 674 806 or 0300 123 1672\*

Text: 07789 741 099

Email: [PALS.Devon@nhs.net](mailto:PALS.Devon@nhs.net)

They are open Monday to Friday, 9am to 5pm.

## **Opening Hours and Accessibility**

Monday 08.00 – 18.00

Tuesday 08.00 – 18.00

Wednesday 08.00 – 18.00

Thursday 08.00 – 18.00

Friday 08.00 – 18.00

Late night surgery Monday or Tuesday 18.30 – 20.30 pre-booked appointments only

**eConsult – accessed via [www.cricketfieldsurgery.co.uk](http://www.cricketfieldsurgery.co.uk)**

24hrs a day, seven days a week, 365 days a year

**Telephone lines – 01626 208020**

Monday – Friday 08.30 – 13.00 & 14.00 – 18.00

We do not have our own car park available to patients but there is a Teignbridge car park next to us, payable on exit. There are yellow accessible spaces near our front entrance.

There are also bus stops close by and the main bus station is walking distance.

**Access arrangements** – we do have a wide front door and entrance area but it is not an automatic door so you may need assistance to open this if you are a wheelchair user. Our Patient Services Team will be happy to assist. We have both Doctor and Nursing rooms downstairs as well as an accessible toilet for wheel chair users, or those with mobility challenges. For those who do feel able to make it upstairs with some assistance then we do have a chairlift available but this must be operated by a trained member of staff. Please ask at reception.

We also try to accommodate other accessibility needs for patients such as dyslexic friendly font, large print documents and forms, supporting those on the ASD spectrum with sensory processing considerations for appointments. Please advise us on registration or after diagnosis and at the time of making appointments to ensure we assist you in the best possible way.

**Smoking** is strictly prohibited in Cricketfield Surgery or at our front entrance or surrounding grounds, this also includes vaping/e-cigarettes.

**Mobile Phones and Portable Electronic Devices** are allowed in Cricketfield Surgery but please use respectfully and either have them on silent or low volume so as not to disturb other patients. Under no circumstances should these devices be used for taking photos or recording images or sound within Cricketfield Surgery.

**Pets** are not allowed in the surgery unless they are a therapy companion to assist with physical or emotional needs. Guide dogs are always welcome but other pets will need to be discussed with our Patient Services Team prior to your appointment to assess the safety and wellbeing of other patients and staff.

**Breastfeeding** is supported by Cricketfield Surgery and you are welcome to do so in the waiting areas. However, if you would be more comfortable doing this in private then please ask at Reception and they will assist with this.

**Baby Changing Facilities** are available in the ground floor toilet.

**Toilets** are accessible to patients on both the ground and first floor.

**You can be accompanied to your appointments.** This may be a family member or friend or you can request that an additional member of staff is in the room with you who will act as a chaperone. We would appreciate you making this request at the time of booking the appointment as our nursing team act as chaperones and we need to ensure we have availability for them to attend your appointment with you. For full details on this

service please review our Chaperones Policy available on our website, or please ask for a copy from our Patient Services Team.

## Our Services

Cricketfield Surgery provides the following services for registered patients:

### Easy access to healthcare

- eConsult – via our website and just requires an email address
- Online Access – via our website, requires signing up for to get log in details
- Same Day Triage service for acute new and worsening conditions
- Pre-Bookable appointments

### Help staying healthy

- Advice on getting the most from NHS services
- Signposting to self-care
- Advice on preventing illness
- Advice on managing a long-term health condition
- Cervical screening (smear tests)
- Contraceptive services
- Weight management service
- Childhood immunisations
- Social Prescribing
- Mental wellbeing support

### Specialist services

- Health Checks
- Cardiovascular care including:
  - anticoagulant dosing
  - ischaemic heart disease screening, prevention and management
  - other circulatory disease screening, prevention and management
- Antenatal (pregnancy) care
- Smoking cessation service
- Diabetes clinic
- Chronic obstructive pulmonary disease (COPD) clinic
- Asthma clinic
- Chronic kidney disease monitoring
- Palliative (end of life) care

### Accountable GP

Upon registration each patient is assigned to a GP, who is chosen by their capacity to see more patients unless the patient has made a request for a specific GP. Every effort will be made to accommodate this, but you would be informed with a detailed reason if we are unable to meet your request and discuss an alternative GP for you. Due to availability it is



also not possible to guarantee that you will be able to see your accountable GP for every appointment or enquiry. However, your accountable GP must take lead responsibility for ensuring that any Services which the Contractor is required to provide under the terms of their contract with the NHS are, to the extent that their provision is considered necessary to meet the needs of the Patient, delivered to the Patient. This includes:

- Taking all reasonable steps to recognise and appropriately respond to the physical and psychological needs of the Patient in a timely manner;
- ensuring that if the Patient is over 75 or qualifies for a health check for any other reason, they are offered one and efforts are made to encourage the patient to attend;
- the surgery is working co-operatively with other health and social care professionals who may become involved in the care and treatment of the Patient to ensure the delivery of a multidisciplinary care package designed to meet the needs of the Patient.

Should your accountable GP be unavailable for an extended period of time you will be informed and assigned an alternative accountable GP on a temporary or permanent basis, dependent on the circumstances.

Should you ever wish to request a change of accountable GP then you have the right to do so at any time. Please advise us in writing preferably with a detailed reason for your change request and if you have a specific alternative GP in mind. We will do what we can to accommodate your request but would appreciate the opportunity to address any concerns.

## How to Best Access our Services

### **eConsult**

This is a digital service available to all, you just need an email address. It can be accessed via [www.cricketfieldsurgery.co.uk](http://www.cricketfieldsurgery.co.uk) on a pc, laptop, tablet or smart phone. You can use eConsult 24hrs a day, 7 days a week, 365 days a year often getting advice and guidance straight away or our team will contact you back by the end of the next working day, they may even ask you to come in to see them. It's a great way to beat the phone queues. You can use eConsult for:

- Requesting advice from a Doctor or Nurse
- Providing follow-up information to a Doctor or Nurse to help them monitor your health, you can even send photos through eConsult
- Requesting medication checks/changes to your prescriptions
- Requesting sick notes
- Requesting information about your medical records – this will be processed by our Patient Services Team
- Querying test results (after 5 working days following your tests being taken)
- Travel advice



- Self-care advice
- Accessing online support services

### **Online Access**

Appointments can be pre-booked online, the amount and type of available appointments will be increasing and may be subject to change but it is an easy way to book yourself in. You can also cancel your appointment online as well. Please ensure you book the correct appointment type and you meet the set criteria for that appointment. Deliberate misuse of the booking system may result in your access being revoked.

You can use this service to order standard repeat prescriptions but please do not use this service if you need to request any changes such as dosage/amount/medication review. You can use eConsult for this and a clinician will see it quicker and in a clearer format.

You can also view your medical records through Online Access.

You do need to complete a request form and provide to our Patient Services Team, in person with photographic ID - e.g. passport or driving licence. You may have done this as part of your New Patient Registration process. You will then be issued with a user ID and password granting access to the services available.

### **Appointments – Please Call 01626 208020**

If you have a new or worsening condition that you feel is urgent you will be asked some questions by our Patient Services Advisor that answers the call. This helps them get the information the Same Day Triage Team need. It is a member of this team that will call you back that day. They will either assist you over the phone, providing diagnosis and treatment as appropriate, or they may ask you to come in to see them. This team is run by our very experienced, highly knowledgeable Advanced Nurse Practitioner supported by a Triage/Minor Illness Nurse and GP.

If you don't need to be seen urgently, please ask the Patient Services Advisor for details of the next advance appointment available. Where possible, we will get you booked in to see your registered GP/GP of your choice to enable continuity of care but it will depend on their availability coordinated with your own availability. Evening surgeries also run on Tuesdays between 18.30 and 20.30. All appointments for these surgeries are to be booked in advance.

We also offer the opportunity to talk to your choice of GP by telephone. These appointments can be made in advance. Please ask when booking if you think this type of appointment would be suitable.

If you need an appointment with either a Nurse or Healthcare Assistant then you can also call the main appointment line and the Patient Services Advisor will book you in. There are appointments available on our Tuesday evening surgery as well.

When calling the surgery if all operators are busy you will be put in a queuing system. Please stay on the line as your call will be answered as soon as someone becomes available. Remember eConsult can help you beat the queues!

**The practice is NOT ABLE to offer a walk-in service.**

**Patients with fevers or who may be infectious should inform the reception staff.**

### **Appointment cancellations**

Please phone **07394 741931** at any time and leave a voice message or text message with your full name and details of the appointment. This mobile phone is unmanned but checked regularly. Or if you have online access, complete the form from the home page.

### **Home Visits**

We are happy to make home visits for those patients who are housebound or whose medical condition makes it impossible for them to travel. Your visit may be scheduled in advance for follow up care or you may call the Surgery on 01626 208020 to request a home visit that day. It helps to assess the necessity and urgency of a visit request if you can accurately describe the symptoms and the state of the patient. Your request will be reviewed by the Same Day Team and planned in accordingly. It may be assigned to a Nurse or GP, as appropriate.

Please make requests for home visits **before 10am** so that the team can organise the schedules and plan the logistics. Visits are done either late morning or in the afternoon.

Please remember that several patients can be seen in the Surgery in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Surgery as well so please only request a home visit if there is absolutely no way of getting in to the Cricketfield Surgery.

### **Your Test Results**

You will only be contacted by the Surgery if your test results require further action, unless your GP, Nurse or HCA will tell you if they wish you to contact the Surgery for test results. Please allow at least 5 full working days for the test(s) to be processed before making contact, and for some tests it may take longer but you should be advised of this at the time of testing.

The best way to request detail about your test results is through eConsult, although you may call the mainline after 10am and our Patient Services Team will assist you but they are not clinically qualified and are only allowed to advise you whether the result is acceptable or requires action, they are not trained to provide detailed information of the results. They can book in a call back from your GP if needed.

Unfortunately we cannot contact every patient about their test results as we do over 400 tests a week and this would be over 30hours of telephone calls by a clinician. Therefore, we cannot contact you if your results do not indicate any need for follow up. However, you can view your test results on your medical record via your Online Access account.

Please note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission through third party consent for the release of this data or they are not capable of understanding the results.

### **Emergencies**

In a life-threatening emergency situation contact the emergency services by dialing 999.

### **Out of Hours Contacts**

When surgery is closed the NHS 111 service can help with any urgent medical needs or medical advice. They can be contacted by dialing 111. Cricketfield Surgery is responsible for commissioning the Out of Hours service for its patients and we use Devon Doctors for this service.

## **Prescriptions**

### **Repeat Prescriptions**

These are usually given for one or two months at a time. If you are on a regular prescription and you do not need to see the doctor each month, simply request a further supply of medication by using the computer counterfoil, which is attached to each prescription. Once detached it should be kept in a safe place for further use.

You can request repeat prescriptions in the following ways:

- Via Online Access
- By bringing into the surgery and posting in the prescriptions box or handing in to reception – if you do not have the counterfoil please provide your name, address, date of birth and as much detail of the prescription as you can remember
- Via email: [prescription.cricketfield@nhs.net](mailto:prescription.cricketfield@nhs.net)
- You may also drop your counterfoil into your preferred local Chemist, they will bring it to the surgery, and you may then collect your medication from the Chemist. Please make sure you allow up to five working days for the prescription to be processed this way as the Chemists do not come to us daily.
- You can post it to the surgery as well but this can delay the process. There may be no way of guaranteeing we have received the request and please also be aware that the prescription counterfoil does contain your personal data and can indicate your health conditions which you may consider sensitive information you do not want lost.

Housebound patients will be provided with a phoneline they can use to request repeat prescriptions. Please phone between 11.00 am and 4.00pm. However, you may also use Online Access or email if that's easier.

It can take 2 full working days (Monday to Friday) to process repeat prescriptions, up to 5 working days for chemist collections and if your medication needs reviewing or changing it can also take up to 5 full working days.

**We are not able to accept third party repeat prescription requests.**

### **Collecting your Prescription**

The quickest way to get your medications is to collect the paper prescription from the surgery and take it directly to the Pharmacy. You can ask someone else to do this for you if you're unable to get this yourself, but we will set a password with you to ensure security and photo ID may be requested. Please be aware that the prescription does provide your personal data and can indicate your health conditions which you may consider sensitive information.

A lot of prescriptions can now be sent electronically to pharmacies, but it can take an additional full working day for them to receive and upload into their systems.

If your pharmacy needs to collect the prescription from us then this can take up to 5 full working days before you can collect from them as they do not come to us daily to collect prescriptions, it may only be once or twice a week.

Please be clear which pharmacy you want to collect your medication from each time you request your medication.

### **Changes to your Prescription**

Your clinician may indicate on the counterfoil that your medication needs reviewing from time to time, or you may want to request a change in dosage or amount of medication given.

If your repeat medications need updating or changing in anyway then this can be done via:

- eConsult
- Submit the request in writing to the Surgery, attached to your repeat prescription counterfoil if you have this available
- Requesting a telephone call from the Doctor

Please remember this will take longer to process than the 2 full working days, maybe up to 5 working days.

### **Pharmacies**

Pharmacies offer a walk-in-service for the public. They can often assist with a lot of minor illnesses and offer you over the counter medications without the need for seeing a GP.

For short-term minor ailments that can be treated by over the counter medications, you will likely be directed to the pharmacist by our Same Day Team or through online advice, this includes:

- Coughs/Colds/Sore throat
- Diarrhoea
- Earache
- Eye infections
- Teething
- Hayfever
- Minor allergic reactions
- Skin rashes
- Athlete's Feet
- Headaches
- Pain relief for minor injuries or period pain

If the over the counter medications do not provide sufficient treatment and your ailment has a long-term or persistently recurring impact on your day to day living then make contact with the Surgery. The best way to do this is via eConsult but you can call in and ask for a pre-

bookable appointment, telephone call or same day urgent service. Our Patient Services Team can assist you with this, as appropriate.

## Our Staff

### Doctors

<b>Dr Sue Binning:</b>	MB Ch.B BS DRCOG (1985 Bristol)
<b>Dr Andrew Venning:</b>	MB Ch.B DRCOG MRCGP (1999 Stellenbosch)
<b>Dr Emma Stubbs:</b>	MB BS Bsc Hons MRCGP (1993 London)
<b>Dr Emma Palmer:</b>	MB Ch.B (1995 Leeds)
<b>Dr Kate Barnett:</b>	MB BS (1999 University of Newcastle Upon Tyne)
<b>Dr Derek Greatorex:</b>	MB Ch.B BS (1989 Bristol)
<b>Dr Katie Henshaw:</b>	BM BS (2011 Universities of Exeter and Plymouth)

### Triage Team

#### Advanced Nurse Practitioner

Clare Humphrey: Diploma in Nursing and Health Studies (1998 Plymouth)  
MSc/PgDip/PgCert Advanced Healthcare Practice (2009 Plymouth)  
PgCert Nurse Independent/Supplementary Prescribing (2010 Plymouth)

#### Triage Nurse

Rob Price: Diploma in Nursing (2011 Wolverhampton)  
PgCert Nurse Independent/Supplementary Prescribing (2019 Plymouth)

### Nurse Team

#### Nurse Manager

Joyce Pickering: Extended Nurse Prescribing (2007 Shetland)

#### Practice Nurses

Louise Beams: General Adult Nursing (1988 London)  
Critical Skills for Community & Practice Nurses (2016 Plymouth)  
Mentorship (2017 Plymouth)  
BSc in Health Studies (2017 Plymouth)  
Sally Beck: General Adult Nursing (1989 Surrey)  
Roo Christophers: Diploma in Adult Nursing (1997 Plymouth)

### **Healthcare Assistants**

Sharon Allison  
Maria Coombes  
Marie Crowhurst  
Kelly Loney  
Melanie Passmore  
Carole Peters

## **Practice Management**

**Practice Manager - responsible for the business management, sustainability and strategic developments as well as legal compliances.**

Jennifer Wain

**Operations Manager - responsible for the day to day operations of the business, to include escalated complaints and Line Management of administration staff.**

Amy Baker

### **Practice Operations and Administration Coordinators**

Senior Pharmacy Technician:	Marie Mayne
Patient Services Operational Coordinator:	Sue Petherick
Clinical Administration Coordinator:	Jacky Wines
Medical Reports and Patient Data Coordinator:	Harriet Walker
Communications Coordinator:	Charlotte Harrison

## **Patient Services Advisors**

Our Patient Services Advisors work on reception and behind the scenes answering calls and working through a wide range of administrative tasks.

All our Patient Services Team are specially trained and are here to help you. They will be happy to assist you with any information about the services offered by our Practice and enquiries relating to your healthcare.

They will assist with directing you to the appropriate pathway for your health and wellbeing needs, booking appointments, subject access requests and medical report requests. They

process registration forms, consent forms and assist with keeping your medical records up to date and accurate.

### **Training of Healthcare Professionals**

We support the training of future GPs and Nursing staff so we will often have apprentice administrators or healthcare assistants, student nurses or medical students on placement with us. They often observe or assist our fully qualified staff, but they may also start taking on patient facing work directly, this will only be if deemed competent to do so and that it is safe for the patient. If you are at all uncomfortable with a student being present, you will be given the option to say so at the start of your appointment.

We also have registrars on long term placements with us. A GP Registrar is a fully qualified doctor who is likely to have a lot of experience of hospital medicine.

If you are seeing a Registrar, you can expect to receive the quality of service you would get from your own GP. If you have any concerns, please mention this to a member of our Patient Services Team.

### **All Staff**

All our staff undergo a robust recruitment process which includes a Disclosure and Barring Service check. All roles have in-depth and ongoing training to ensure patient safety and high-quality services. Confidentiality and sensitivity regarding our patients' health and wellbeing is essential. Safeguarding, Infection Control and Health and Safety are all important priorities as well.

### **Zero Tolerance**

Please treat all our staff with respect at all times; sometimes they may not be able to provide you with exactly what you want or in the timeframe that you would expect it. They are always working in your best interest within the boundaries of their role and within the protocols set to ensure patient and staff safety. We do not tolerate abuse or violence towards our staff in the Surgery or over the phone, nor do we tolerate this towards or near patients in our Surgery. If your behaviour is threatening, abusive or violent in anyway then the member of staff may terminate the conversation, seek assistance from a manager or call the police which may result in prosecution. You may also be removed from our patient list. Should you wish to review our Zero Tolerance policy in more detail please visit our website or ask for a copy from our Patient Services Team.

### **Who has Access to Your Patient Information**

There are strict policies and procedures in place to protect your patient information and all our staff are required to follow them to ensure the confidentiality and safety of your patient information. These are available on our website or you can request a paper copy from our Patient Services Team and they include:

- Data Protection Policy
- Subject Access Request Policy
- Freedom of Information Policy
- Confidentiality of Patient Data
- Confidentiality of Patient Data – Teenagers

It is also necessary to share your information with third parties to help manage your health care from time to time or for research purposes. We do not share your patient information



with third parties for marketing purposes. Details of our sharing agreements and privacy policies are on our website or you can request a paper copy from our Patient Services Team and they include:

1. How Cricketfield Surgery uses your Information to Provide you with Healthcare
2. How your Information is used for Medical Research and to Measure the Quality of Care
3. How Cricketfield Surgery Shares your Information
4. How Cricketfield Surgery Shares your Data with National Screening Programmes

New regulations came in relating to the Data Protection Act and General Data Protection Regulations (GDPR) in 2018. As patients you are classed as a 'Data Subject' in these regulations and have the following rights:

- the right to be informed about the collection and the use of their personal data
- the right to access personal data and supplementary information
- the right to have inaccurate personal data rectified, or completed if it is incomplete
- the right to erasure (to be forgotten) in certain circumstances
- the right to restrict processing in certain circumstances
- the right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services
- the right to object to processing in certain circumstances
- rights in relation to automated decision making and profiling
- the right to withdraw consent at any time (where relevant)
- the right to complain to the Information Commissioner

If you have queries relating to the accessibility of your patient information, Data Protection, GDPR or a Subject Access Request then please contact our Patient Services Team.

## **External Community Services**

### **Community Midwives**

The Midwives run the Ante-Natal Clinics plus home visits.  
Tel: 01626 324530

### **District Nurses**

They are employed by the local Healthcare Trust and work closely with the Practice. District nurses are RGN's with specialist training in nursing care for housebound patients and assisted by Healthcare Assistants.

Tel: 01626 358666

## Health Visitors

The Health Visitors are trained nurses with additional qualifications in Health Visiting. Health Visiting is aimed at the promotion of health and prevention of ill health, contributing to individual and family health and social well-being. They offer antenatal and post-natal support for families and Child Health Promotion checks for all children under 5 years. Immunisation clinics are held regularly at Cricketfield by the Practice Nurses for babies and children up to pre-school. Health Visitors are available to discuss parental concerns about feeding and sleep problems, teething, toilet training, temper tantrums and common childhood illnesses.

Tel: 0333 234 1901

Physiotherapy Department at Torbay Hospital 0300 456 9987

<https://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/>

Talkworks (Depression and Anxiety Service) 01626 203500 <https://www.talkworks.co.uk>

Drugs and Alcohol Service 0800233 5444 <https://www.edp.org.uk/>

IRIS/Splitz 0345 155 1074

Sexual Assault Referral Centre 0300 3034626 <https://sarchelp.co.uk/>

Samaritans 01803 299999 <https://www.samaritans.org>

Kingscare 01626 357090

# Our Patient Community

## Patient Participation Group

The PPG is open to all registered patients of Cricketfield Surgery with the aim of working collaboratively and positively with the surgery to improve services and facilities for patients and to have a two way communication and cooperation between the practice and patients.

## Aims of the Group

1. To represent the varied needs and interests of our patients.
2. To influence improvements to our patient services and the Surgery environment
3. To help support the Surgery in raising awareness of health and wellbeing services and initiatives

4. To help support the Surgery in prioritising, funding and communicating the need for new resources, equipment and furnishings
5. To help develop and support NHS services for all patients in Newton Abbot by collaborating with Patient Participation Groups, other surgeries and agencies.

The meetings are held monthly and at times to suit the majority of members with the flexibility to alternate these times every other month between the evening and daytime. You don't need to attend every meeting. Your employer may well consider it as volunteering work and have a policy that allows you to attend so many meetings and events in a year without losing pay.

It's a friendly, inclusive group that welcomes all patients and the Practice Manager and Communications Coordinator from Cricketfield Surgery tries to attend every meeting. A GP and/or a member of the nursing team also aims to attend. You get an in-depth understanding of the operations of the Surgery, the latest information on developments and changes and you get a real say in what the Surgery achieves.

If you would like to become a member of the Patient Participation Group please contact [cricketfieldppg@gmail.com](mailto:cricketfieldppg@gmail.com)

### **Social Media**

We have our own Twitter feed and Facebook page to keep our patients and the Newton Abbot community updated on what is happening at the Surgery, health awareness events and initiatives and with Primary Care nationally.

We also have a digital Patient Participation Group you can join. This can be beneficial for those who find attending meetings difficult, for any reason. For more information please contact [cricketfieldppg@gmail.com](mailto:cricketfieldppg@gmail.com)

### **Patient Feedback**

Patient feedback is essential to us as a Surgery to help us know what we're doing well and need to do more of and what we need to work on to do better.

You can do this by taking a couple of minutes at the end of your visit to the surgery to complete the quick questionnaire on the feedback tablet. You can also complete a paper version if you prefer, this is available from our reception.

You may also want to complete a review on NHS Choices – <https://www.nhs.uk/Review/LeaveReview/L83051>

### **Compliments**

We love to hear when we have got something right for you and/or made a positive change in your life. This doesn't just make our staff feel good, it helps us confirm and evidence what approaches, services and health initiatives work for our patients. This can make a difference in where we focus our time and funding and helps ensure we keep doing what works best for our patients. Please take the time to let us know when we've got it right.

Please send your written compliment to:  
**[Cricketfield.admin@nhs.net](mailto:Cricketfield.admin@nhs.net)**

or

**The Operations Manager**

**Cricketfield Surgery, Cricketfield Road, Newton Abbot, TQ12 2AS**

**Concerns and Complaints**

We also welcome patients letting us know when we need to do better so we can improve.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Alternatively, you may raise your concern with an Operational Coordinator who will look into the matter and assist you.

**Making a Formal Complaint**

Where you are not able to resolve your concern as detailed above and wish to make a formal complaint you should do so, **in writing** as soon as possible after the event providing as much detail as possible, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident

or

Within 12 months of you discovering the incident.

If you are a registered patient you can complain about your own care. You may complain on behalf of a registered patient but we are unable to provide you with a detailed response without third party consent being in place for you on their records.

Please send your written complaint to:

**Cricketfield.admin@nhs.net**

or

**The Complaints Manager**

**Cricketfield Surgery, Cricketfield Road, Newton Abbot, TQ12 2AS**

Please review our full Complaints Policy for more detail. This is available on our website or you can ask for a copy from our Patient Services Team. A quick guide leaflet is also available.

**Rights as a Patient**

As detailed in the NHS Constitution

Access to health services:

You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.

You have the right to access NHS services. You will not be refused access on unreasonable grounds.

You have the right to receive care and treatment that is appropriate to you, meets your needs and reflects your preferences.

You have the right to expect your NHS to assess the health requirements of your community and to commission and put in place the services to meet those needs as considered necessary, and in the case of public health services commissioned by local authorities, to take steps to improve the health of the local community.

You have the right, in certain circumstances, to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.

You have the right not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

You have the right to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers if this is not possible. The waiting times are described in the Handbook to the NHS Constitution.

The NHS also commits:

To provide convenient, easy access to services within the waiting times set out in the Handbook to the NHS Constitution (pledge).

To make decisions in a clear and transparent way, so that patients and the public can understand how services are planned and delivered (pledge); and to make the transition as smooth as possible when you are referred between services, and to put you, your family and carers at the centre of decisions that affect you or them (pledge).

Quality of care and environment:

You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality.

You have the right to be cared for in a clean, safe, secure and suitable environment.

You have the right to receive suitable and nutritious food and hydration to sustain good health and wellbeing.

You have the right to expect NHS bodies to monitor, and make efforts to improve continuously, the quality of healthcare they commission or provide. This includes improvements to the safety, effectiveness and experience of services.

The NHS also commits:

To identify and share best practice in quality of care and treatments (pledge).

Nationally approved treatments, drugs and programmes:

You have the right to drugs and treatments that have been recommended by NICE<sup>1</sup> for use in the NHS, if your doctor says they are clinically appropriate for you.

You have the right to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feel would be right for you, they will explain that decision to you.

You have the right to receive the vaccinations that the Joint Committee on Vaccination and Immunisation recommends that you should receive under an NHS-provided national immunisation programme.

*1: NICE (the National Institute for Health and Care Excellence) is an independent organisation producing guidance on drugs and treatments. 'Recommended for use by NICE' refers to a type of NICE recommendation set out in legislation. The relevant health body is obliged to fund specified NICE recommendations from a date no longer than three months from the publication of the recommendation unless, in certain limited circumstances, a longer period is specified.*

The NHS also commits:

to provide screening programmes as recommended by the UK National Screening Committee (pledge).

Respect, consent and confidentiality:

You have the right to be treated with dignity and respect, in accordance with your human rights.

You have the right to be protected from abuse and neglect, and care and treatment that is degrading.

You have the right to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.

You have the right to be given information about the test and treatment options available to you, what they involve and their risks and benefits.

You have the right of access to your own health records and to have any factual inaccuracies corrected.

You have the right to privacy and confidentiality and to expect the NHS to keep your confidential information safe and secure.

You have the right to be informed about how your information is used.

You have the right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered, and where your wishes cannot be followed, to be told the reasons including the legal basis.

The NHS also commits:

To ensure those involved in your care and treatment have access to your health information so they can care for you safely and effectively (pledge).

That if you are admitted to hospital, you will not have to share sleeping accommodation with patients of the opposite sex, except where appropriate, in line with details set out in the Handbook to the NHS Constitution (pledge).

To anonymise the information collected during the course of your treatment and use it to support research and improve care for others (pledge); where identifiable information has to be used, to give you the chance to object wherever possible (pledge).

To inform you of research studies in which you may be eligible to participate (pledge).

To share with you any correspondence sent between clinicians about your care (pledge).

*2: If you are detained in hospital or on supervised community treatment under the Mental Health Act 1983 different rules may apply to treatment for your mental disorder. These rules will be explained to you at the time. They may mean that you can be given treatment for your mental disorder even though you do not consent.*

**Informed choice:**

You have the right to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.

You have the right to express a preference for using a particular doctor within your GP Practice, and for the Practice to try to comply.

You have the right to transparent, accessible and comparable data on the quality of local healthcare providers, and on outcomes, as compared to others nationally.

You have the right to make choices about the services commissioned by NHS bodies and to information to support these choices. The options available to you will develop over



time and depend on your individual needs. Details are set out in the Handbook to the NHS Constitution.

The NHS also commits:

To inform you about the healthcare services available to you, locally and nationally (pledge).

To offer you easily accessible, reliable and relevant information in a format you can understand, and support to use it. This will enable you to participate fully in your own healthcare decisions and to support you in making choices.

This will include information on the range and quality of clinical services where there is robust and accurate information available (pledge).

Involvement in your healthcare and in the NHS:

You have the right to be involved in planning and making decisions about your health and care with your care provider or providers, including your end of life care, and to be given information and support to enable you to do this. Where appropriate, this right includes your family and carers. This includes being given the chance to manage your own care and treatment, if appropriate.

You have the right to an open and transparent relationship with the organisation providing your care.

You must be told about any safety incident relating to your care which, in the opinion of a healthcare professional, has caused, or could still cause, significant harm or death. You must be given the facts, an apology, and any reasonable support you need.

You have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.

The NHS also commits:

To provide you with the information and support you need to influence and scrutinise the planning and delivery of NHS services (pledge).

To work in partnership with you, your family, carers and representatives (pledge); to involve you in discussions about planning your care and to offer you a written record of what is agreed if you want one (pledge).

To encourage and welcome feedback on your health and care experiences and use this to improve services (pledge).

### Complaint and redress:

You have the right to have any complaint you make about NHS services acknowledged within three working days and to have it properly investigated.

You have the right to discuss the manner in which the complaint is to be handled, and to know the period within which the investigation is likely to be completed and the response sent.

You have the right to be kept informed of progress and to know the outcome of any investigation into your complaint, including an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken.

You have the right to take your complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

You have the right to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority.

You have the right to compensation where you have been harmed by negligent treatment.

### The NHS also commits:

To ensure that you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and that the fact that you have complained will not adversely affect your future treatment (pledge).

To ensure that when mistakes happen or if you are harmed while receiving health care you receive an appropriate explanation and apology, delivered with sensitivity and recognition of the trauma you have experienced, and know that lessons will be learned to help avoid a similar incident occurring again (pledge).

To ensure that the organisation learns lessons from complaints and claims and uses these to improve NHS services (pledge).

### **Responsibilities as a Patient**

As detailed in the NHS Constitution

Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.

Please register with a GP practice – the main point of access to NHS care as commissioned by NHS bodies.

Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.

Please provide accurate information about your health, condition and status.

Please keep appointments, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

Please follow the course of treatment which you have agreed, and talk to your clinician if you find this difficult.

Please participate in important public health programmes such as vaccination.

Please ensure that those closest to you are aware of your wishes about organ donation.

Please give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve NHS services for all.