

# Overview of Cricketfield Surgery

## **Location**

The practice is located in the centre of Newton Abbot, a flourishing semi-rural town with excellent shops, schools and cultural outlets which combine with a friendly atmosphere and beautiful countryside to make this a wonderful place to live.

Newton Abbot is well serviced by road and rail, with easy access to the M5 and Dartmoor and the South Devon coast just a few miles away.

## **The Practice**

Cricketfield Surgery was originally the amalgamation of two well established practices in the town, moving to its present purpose built premises about 25 years ago.

The practice has a current list size of over 10,300 patients and provides medical care for a number of local residential homes. We are currently part of Devon CCG and access the majority of our secondary care services at Torbay Hospital, with some services provided at the Royal Devon and Exeter Hospital. There is also a community hospital in Newton Abbot providing in-patient and out-patient services for our patients.

We have consistently achieved close to the maximum QOF (Quality Outcomes Framework) points for the last few years and aim to continue this standard in the future.

Our last inspection in 2015 by the CQC (Care Quality Commission) saw us achieve Good in all areas except the care of older people which was found to be Outstanding. Inspections are usually held every 5 years now with an annual phone call to check on progress, changes and developments.

Cricketfield has always been an innovative practice, being the first in the locality to be computerised and the first to have a nurse practitioner and female partner.

## **Our Mission Statement**

Cricketfield Surgery aims to achieve a friendly, caring and community focused 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 Workforce**

We currently have 4 GP Partners, 4 salaried GPs and a Same Day Team comprised of an Advanced Nurse Practitioner and a Triage Nurses supported by a GP each day and a further Triage Nurse assists on a part-time basis. We also have a very strong Nursing team with a Nurse Manager, 3 additional Nurses and 6 HCAs. Then we have a Practice Manager, Operational Services Coordinator, 2 Patient Services Coordinators and a Communications Coordinator as well as operational and patient service administrators and prescription clerks. In total we currently have 38 staff.

We are always proud to support our staff and try to offer long term career options and development.

## **What We Offer Our Patients**

This list is an overview of the services we currently provide for our patients:

- Routine GP appointments (face to face, telephone, e-consult)
- Urgent Same Day Triage
- Home visits
- Care home visits
- Routine Nurse and Healthcare Assistant appointments
- Health checks and monitoring
- Chronic illness support and long-term health management
- Wound management
- Minor Surgery
- Mental health support and management
- Social Prescribing
- Referral and liaison with secondary care
- Referral and liaison with external services, community groups and voluntary organisations for support

Over the Summer of 2019 we expanded our Same Day Team and evolved how that system works for our patients so that we could move to include a large proportion of 15minute appointments from September 2019.

We do offer extended access to our patients on Tuesday evenings and we also host the Improved Access service on Friday evenings, Saturdays and Sunday mornings. This service is not run by us though; the service is coordinated by the Southern Primary Care Collaborative Board.

We are always keen to improve and develop and work closely with our Patient Participation Group to include them in this.

## **Primary Care Network**

Albany Surgery, Bovey Tracey and Chudleigh Practice, Buckland Surgery, Cricketfield Surgery, Devon Square Surgery, Kingskerswell and Ipplepen Health Centres and Kingsteignton Medical Practice have been working successfully together as a Federation for several years now. We will be able to continue this collaborative and supportive working through Primary Care Networks (PCN). This is part of the NHS Long Term Plan and part of our revised contract which will now provide additional funding to support these Primary Care Networks (PCNs). Guided by the optimum patient numbers advice we have decided to formally operate as 2 PCNs, with approximately 35000 patients in each PCN. These formally launched in July 2019 and we hope this will allow us to optimise opportunities available to us and our patient populations and work in close knit groups to ensure efficiency and resilience. We aim to continue working together as a Federation though, to enable shared working practices and ensure we are supporting each other in providing high quality patient services across the whole Newton Abbot area.

The two PCNs are as follows:

Newton West PCN - Albany Surgery, Bovey Tracey and Chudleigh Practice and Kingskerswell and Ipplepen Health Centres

**Templer Care Network** - Buckland Surgery, **Cricketfield Surgery**, Devon Square Surgery and Kingsteignton Medical Practice

These Primary Care Networks will offer further opportunities for group work, sharing best practice and collaborative projects to develop innovative patient care strategies. There will be funding for new workforce which will bring about additional support and creative new ways to help manage the workload. There will also be projects we can get involved in across the PCN or Federation to further develop how we meet our population needs. Over time closer working relationships with community teams and voluntary organisations driven by the PCNs will develop to enhance how we care for our patients.

We are all excited about these developments and the direction this takes Primary Care and what it will offer our practices and patients.