

Temporary Relocation

Cricketfield Surgery is temporarily relocating into Albany Surgery, off East Street, from Wednesday 15th April. We will be operating as we are now with a closed door, triage first protocol in place but if we do need to see you then you will be asked to come to the Albany Surgery and state you are a Cricketfield patient. Hopefully you'll see one of our team on reception.

Albany Surgery, Grace House, Scott Close, Newton Abbot, TQ12 1GJ

To contact us there you will use the same number you always have 01626 208020 and you will be speaking to a member of the Cricketfield Surgery team. Although we continue to ask those who can, to use either the NHS App or eConsult to help ease phonenumber pressures.

Please note there is no car park for this site. The nearest car park is Newfoundland Way Car Park, near the magistrate's court. Alternatively, you could park in the high street and walk up King Street. There is a Local Sainsburys next to Albany Surgery with a small car park but that is for Sainsburys customers only. You can also be dropped off at the surgery and collected.

We apologise if this causes inconvenience for our patients but our Cricketfield building is being transformed into a specialist site for patients with COVID-19 symptoms who need medical attention and those that are self-isolating because a family member has symptoms but need routine medical care still, or have acute medical needs that could be unrelated to COVID-19. Our building was chosen because of its central location and car-park access and we are more than happy to help in any way we can. Therefore, we are fully supportive of Devon's Clinical Commissioning Group's plans to help fight the coronavirus and provide care to all patients in the safest way possible. There will be robust safety measures in place for staff and patients and it will be kept within Cricketfield Surgery grounds so will not impact on local residents or users of the public car park. Hopefully within a couple of months we will be able to return to our Cricketfield home and start reintroducing normal working practices.

We are still here to help

Despite the change in the way we work, our closed door and temporary relocation we are keen to get the message out to you all that we are still here for you.

If you think you need to see a GP or nurse then contact us, it is really important to keep taking care of your health. We will prioritise and we will do what we can remotely via phone or video consultation but if we think it's necessary, we will ask you to come and see us. Everywhere is cleaned frequently, staff will be wearing protective clothing and other protocols are in place to protect patients and staff.

We are also still providing baby immunisations, wound dressings, blood tests and other routine nursing care.

Easter Weekend

Normally we close for Bank Holidays but due to the current circumstances the NHS, nationwide, will be operating as normal Monday to Friday.

This means we will be working on Friday the 10th and Monday the 13th in the same way as the rest of the week, with patients able to contact us from 8:30am to 1pm and 2pm to 6pm.

Please note that although Pharmacies across Devon are opening as well, you should only collect on those days if absolutely necessary and you will need to check your individual pharmacies opening times.

We are still advising that you get your requests into us 5 days before they are due but be aware that there could be a further delay for collection over the Easter weekend.

Reminder about COVID-19

The symptoms to watch out for are:

- new continuous cough **and/or**
- high temperature

You DO NOT need to contact your GP or 111 unless your symptoms worsen and you cannot cope at home. Then you should follow the guidance on 111 online. You should still contact 999 in an emergency.

<https://111.nhs.uk/>

For most people, coronavirus (COVID-19) will be a mild illness. It is extremely important that everyone does follow the lock-down and social distancing guidance though. You can be carrying the virus without showing any symptoms and although for most this virus is not deadly for those with complex health conditions classed as Extremely Vulnerable it can be life threatening. Please stay home and save lives

Those most at risk should have been sent letters from their main healthcare providers to inform them they should be Shielding for 12 weeks. We are aware there is still some work being done around this due to technical issues and there is now a weekly check to ensure no patients that fall into this category, or are newly added, are missed. Full Guidance on who is at risk and advice on Shielding can be found here: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

We are now halfway through the initial 3week lockdown announced on the 23rd of March. Where possible everyone should be staying at home and only going to work if they absolutely cannot work from home or they are a Critical/Key Worker. Those people should be vigilant for signs they may have the virus and completely self-isolate for 7 days, or until they no longer have a high temperature and feel well enough. The cough may continue for a longer period, but you are safe to return to your normal routine. Members of their household need to self-isolate for 14 days in case they start showing symptoms, if they do then they can return to their normal routine after 7 days, or when they no longer have a high temperature and feel well enough to do so. However, the lock down rules will still need to be observed until it is lifted by the Government.

Full details for households with possible coronavirus can be found here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

All of Cricketfield Surgery staff are classed as critical/key workers and we are all committed to supporting our patients in these unprecedented times, despite our workforce being reduced as team members need to self-isolate and shield. Please keep checking our website for updates, key information and use the internet to find other national guidance and if you do need to contact us use eConsult or the NHS App where possible. We really appreciate your understanding, patience and support to help our community stay safe.

**STAY
HOME**

**PROTECT
THE NHS**

**SAVE
LIVES**

STAY AT HOME!

- Only go outside for food, health reasons or work (but only if you cannot work from home).
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

DO NOT meet others, even friends or family. You can spread the virus even if you don't have symptoms.

Top tips for preventing the spread of the virus:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- only go outside for food, health reasons or essential work
- stay 2 metres (3 steps) away from other people, if you need to go outside
- do not touch your eyes, nose or mouth if your hands are not clean

For those of you who are social distancing, shielding, self-isolating or in lockdown this may be very stressful, and several people may find it difficult and that it affects their mental wellbeing. Please visit Mind's website for advice on how to look after yourself during isolation, shielding or social distancing: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Employers may be having to make some difficult decisions that could be affecting you. If you need advice about this the links below may be helpful:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>

<https://www.gov.uk/how-to-claim-universal-credit>

<https://www.acas.org.uk/advice>

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

 HM Government

 NHS

CORONAVIRUS
ANYONE CAN GET IT. ANYONE CAN SPREAD IT.

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

eConsult

To get set-up with eConsult all you need is an email address. You then follow the link from our website and follow the instructions. We are currently responding to eConsults by the end of the next working day, often within the same working day. You can submit an eConsult at any time, any day of the week.

<https://cricketfieldsurgery.webgp.com/>

How does econsult work?



1
Need advice for your condition, want to help yourself or have admin requests?

Go to our practice website and click on 'Contact our doctors' to start.



2
Every eConsult will be reviewed by our staff. This may be clinical or admin staff depending on your request.

You may not need to see the GP but another healthcare professional.



3
You will have a response by the end of the next working day.

This may be a face to face appointment, call back, a prescription or treatment advice.

Access all your NHS appointments, services and advice in one app



GET IT ON
Google play

Download on the
App Store

Search 'Health Help Now'

Download the free app or visit healthhelpnow.nhs.uk

NHS App

To get set up with the NHS App you just need a mobile phone, an email address and some photo ID. Knowing your NHS number is useful but not essential. The set up is relatively quick to do on your mobile phone but it can take up to 4 days to process your ID check and set up your account, but they are trying to do this as quickly as possible. Those we know who have been setting themselves up recently have had their NHS Login confirmed within the same day.

You can still use the app straight away to check symptoms or link to the latest coronavirus information.

Once you have full access you will be asked to link to your GP Surgery. That is a quick link then you can:

- Check your symptoms and get self-care advice
- Book and manage appointments – **this is currently not available**
- Order a repeat prescription
- View your medical record
- Manage your organ donation decision