

Important Update

Cricketfield Surgery has successfully relocated into Albany Surgery, off East Street. We are extremely appreciative of Albany Surgery making room for us and adapting to fit us into their building. Their team have been very helpful and welcoming. We remain Cricketfield Surgery with most of our team working on level 2, which is where the patient waiting area for us is. If you are invited in for an appointment you can easily identify level 2 as the floor with doors painted in green and green waiting room chairs. We are still following national guidance and operating a closed door, triage first protocol with double checking that patients are not symptomatic before they attend. If we do ask you to come in then you will be asked to come to the Albany Surgery and state you are a Cricketfield patient; you should see a member of our team on the left hand side of the reception desk.

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

To contact us there you must 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 contact us either via the NHS App or eConsult to help ease phonenumber pressures. DO NOT call Albany Surgery directly to try to get through to us, they will not be able to assist.

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 are also still not accepting paper prescription requests please submit via the NHS App, through the online repeat ordering facility on our website or if you have queries please use eConsult. If you cannot contact us digitally then call the main number 01626 208020 between 11am to 1pm and 2pm to 3pm and remember to get your requests in 5 working days before your renewal is due. Thank you.

Newton Abbot COVID-19 Primary Care Hub

We apologise if our recent move has caused inconvenience to our patients, but our Cricketfield Surgery building has now been made ready as a hub to safely see patients with COVID-19 symptoms. This includes

- people who need medical attention because of COVID-19 symptoms
- people who are self-isolating because a family member has symptoms, but have acute medical needs that could be unrelated to COVID-19
- people who need routine medical care that cannot wait

The hub will be open from Monday 27th April, we are just waiting on the last supplies to arrive and procedures to be finalised to ensure it is as safe as possible for all staff and patients attending. Patients across the Newton Abbot area who are symptomatic or live in a household where another member is symptomatic should continue to contact their own practice in the normal way (online or by phone). If you need to be seen, you will be referred to the hub. Doctors and Nurses there will contact you and if they do ask you to come to the site, they will give you instructions about where to go and they will first see you in the car park. Be aware that staff will be wearing protective clothing, which includes a face mask and visor. They make look a bit intimidating but this is for your protection as well as theirs. Patients will be seen well away from passer-by's and local residents, so there is no increased risk to the local community.

Patients seen at the designated hub will only be seen by prior arrangement, there is no walk-in facility.

Reminder about COVID-19

If you have an appointment scheduled at Cricketfield Surgery or are invited to come into the Practice to see a clinician it is critical that you let us know if you have symptoms of COVID-19 before arriving.

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. The lock-down has now been extended to 7th May and it is extremely important that everyone does follow the lock-down and social distancing guidance. You can be carrying the virus without showing any symptoms and pass it on to others. 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>

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. Our workforce numbers are improving with more team members returning from absences or now able to work from home whilst they self-isolate or shield. They are an amazing team who are resilient, professional and calm and who continue to support each other and our patients through a change in how they work and where they work whilst also having their own anxieties about loved ones and what is happening in the community and nationally. They still manage to come into work with a smile on their face and carry on regardless. They are NHS Heroes!

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.

We apologise if these messages seem repetitive but they are all so important for us to share to help you keep up to date and most importantly stay safe and well. Remember we are still here for you if you need us.



HM Government

NHS

CORONAVIRUS
STAY HOME
FOR YOUR FAMILY

**DON'T PUT THEIR LIFE
IN DANGER.**

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/>

NHS

**Discover
simple
steps
to look
after
your
mental
health**

Search every
mind matters

every mind
matters

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.



PROTECT THE **NHS**

♥ **save lives**

How does consult work?



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.



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.



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