

Returning to Cricketfield

We have moved back to Cricketfield Surgery as of Monday 1st June. We are having a dedicated zone for coronavirus (COVID-19) symptomatic patients and households installed in our car park which has allowed us to return to our own surgery and start reinstating more services gradually.

Going forwards we will be continuing to triage all eConsults and calls, we still can't have pre-booked face to face GP appointments available although some follow-up calls are scheduled in. To help with continuity of care we are trying to assign patients to the GP they have been seeing about the condition they are calling about, or their named/most regular GP. If that GP is absent then a member of the Same Day Team will call and assess the patient needs and go from there. This means either doing a full consult by telephone or video or bringing them in for a face to face appointment, or they may schedule a call back with the patient's regular GP when they return.

Our Nursing team are able to do pre-booked appointments and it is really important for you to attend them to ensure you take care of your health needs.

What we are doing to keep you safe

- Our building is thoroughly cleaned every morning before we open.
- We have set out our waiting areas to take into account social distancing. There are some pairs of seats but this is for people attending from the same household who could not attend alone. You should not sit next to someone in the surgery who you did not attend with.
- We have adjusted appointment times and availability to reduce the number of patients in the building at any one time.
- Our doors remain closed to only allow in people who have been invited for appointments.
- We will screen every patient before they enter the building for symptoms of the virus.
- Patients who may have COVID-19 symptoms or be from a household that has other members with symptoms will not be seen at the Surgery, we will discuss the options with the patient at the time of calling them back
- We have moved our Reception area to the front of the building to enable health status checks before patients enter the building
- Extremely vulnerable (Shielding) patients can:
 - o attend for both nursing and GP appointments between 8:30am and 10:30am.
 - o No other patients will be in the building at this time and the waiting areas can be used
 - o We have a GP dedicated to working with extremely vulnerable patients all day
 - o Clinical staff will maintain a high standard of cleanliness in their rooms
 - o Staff will wear Personal Protective Clothing
 - o After 10:30am extremely vulnerable (shielding) patients will only be invited to see the dedicated GP when they are ready, they will not be asked to wait in the waiting areas.
- We have also had an easy clean vinyl floor laid throughout the ground floor waiting area to improve hygiene.
- There have been additional redecoration and alteration works to improve cleanliness and efficiency throughout the building.

What can you do to help?

- Please contact Cricketfield Surgery by digital means, where possible.
- If you are hoping to speak to a clinician the same day then it is best to call before 1pm.
- Do not call the surgery after 4.30pm if it is not absolutely clinically urgent for you to be contacted by a clinician that day. If it can wait until the next working day, then please call back then. If an enquiry is not deemed clinically urgent by the Same Day Team the patient will be called back and asked to call again the next working day.
- If you think you may need a home visit please call the surgery before 10:30am
- Only come to the Surgery if you have been invited for an appointment.
- Do not come to Cricketfield Surgery if you have symptoms of Coronavirus (COVID-19), or if a member of your household has symptoms.
- If you have a pre-booked nursing appointment and develop symptoms of coronavirus (COVID-19) please call us to rearrange your appointment.
- Make sure you inform us if you are not able to make your appointment for any reason, using our cancellation number 07394 471931 or on our main line.
- Do not arrive more than 5minutes early for your appointment.
- Please attend appointments alone, if a patient has to be accompanied this must only be one other person; for example, one parent with a child, only bring siblings if there is absolutely no other option for you.
- Please be patient whilst our team carry out screening checks when you arrive and answer their questions honestly, it is for everyone's safety.
- Please use the hand sanitiser on the wall to the right of reception as soon as you arrive or wash your hands at the sink in the toilet by the front doors.
- Please feel free to use hand sanitiser accessible from both waiting areas whilst you are in the building, or to use the toilet sinks to wash your hands.
- You are welcome to wear a face mask in the surgery but may be asked to remove it during your consultation.
- Ensure you maintain social distancing, preferably 2metres, whilst waiting to enter the building, at reception and in the waiting areas.
- Please understand that our clinicians must not overrun the set length of time for the appointment to allow them to clean their room before seeing the next patient and keep our numbers down in the waiting areas.

Prescriptions

- Please contact the team digitally where possible.
- You are now able to drop off paper scripts again, using the letter box at the front door
- Prescriptions are sent electronically to the pharmacy, you cannot collect them from the surgery
- You should still request repeat prescriptions 5 days before they are due.
- You should not attend a pharmacy to collect prescriptions if you have symptoms of Coronavirus, or others in your household have symptoms.

**STAY
ALERT** 

**CONTROL
THE VIRUS**

 **SAVE
LIVES**

The Latest Coronavirus (COVID-19) Update

A new symptom has been added to the check list, If you have any of the symptoms you must isolate for 7days and your household for 14days, or 7 days from when they develop symptoms (if they do).

Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

[Check the NHS website if you have symptoms](#)

Track and Trace testing is now in place for all so if you develop symptoms you should inform NHS 111, online if possible. If the test result is positive then you are given details of how to share your recent close contacts, for them to be contacted.

We are currently in the phased release of lockdown which may take a couple more months for all business and services to be fully functioning again. You can now meet up to 6 people from other households, at any one time, outside. The full lockdown could also be reinstated should the cases of COVID-19 start to increase again, although Devon continues to be low in case numbers. Latest FAQs from the Government about COVID-19 and what you can and can't do/social distancing can be found here: <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Those considered extremely vulnerable who are shielding remain vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing. If you choose to spend time outdoors, this can be with members of your own household. If you live alone, you can spend time outdoors with one person from another household. Ideally, this should be the same person each time. If you do go out, you should take extra care to minimise contact with others by keeping 2 metres apart. This guidance will be kept under regular review. Keep up to date by visiting <https://www.gov.uk/coronavirus>

If you are returning to work, then make sure your employer has appropriate social distancing measures in place and appropriate cleaning and hygiene procedures in place for staff. If you have any concerns about what is being asked of you by your employer then discuss this with them, if you feel you have not been listened to then you can seek advice from ACAS.

Remember we're still here for you to assist you in taking care of your physical and mental health, please rest assured we are taking every precaution to ensure our premises are as safe as possible for you to attend the Surgery. We can also do a lot by telephone and video consultations so please do contact us if you think you need to speak to a clinician. Please also ensure you stay up to date with your routine healthcare appointments.

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.

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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



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