

Latest Surgery Update

The Government has gradually been relaxing its lockdown rules, opening up more businesses and has set a date for shielding to be paused for extremely vulnerable people. However, Cricketfield Surgery is aware COVID-19 is a risk to our patient community and staff for the foreseeable future, until a vaccine is widely available. We do not know when this is likely to be. We therefore have to continue to work in a way that reduces risk to our patients and staff whilst optimising patient care and clinician availability.

This includes:

- Patients only allowed in if invited for an appointment by a clinician
- Being screened for symptoms, or if anyone in your household has symptoms, at the front door via the intercom system – DO NOT ENTER the building until screened
- Clinicians cleaning contact points between patients
- Additional frequent cleaning of public spaces
- Clinicians wearing personal protective clothing
- Clinicians changing masks, aprons and gloves between patients
- All staff wearing face coverings in public spaces
- Patients being asked to wear face coverings in the Surgery – please ensure you bring one with you or have an exemption card ready to show our receptionist
- Social distancing in place in the waiting areas
- Staggered appointments to reduce the number of people waiting for appointments at any one time



GP Survey Results

The GP Survey results have been released. The details for our surgery can be found here

<https://www.gp-patient.co.uk/report?practicecode=L83051>

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

Appointments

Please help us meet the needs of all our patients by only requesting essential appointments. If your concerns can be managed by visiting a pharmacy or using self-care advice online then we really appreciate you doing this. You can also self-refer to Talk Works now for support with mental health concerns. However, if you do not feel these methods are appropriate, haven't helped or your condition is worsening then please get in touch with us..









0300 555 3344

talkworks.dpt.nhs.uk

By 1st August we will have some appointments available to book online, or via the NHS App. You must inform us if you or anyone in your household, or you have been in close contact with, develop symptoms of COVID-19 prior to your appointment and request your appointment time be changed. Every appointment available is for a specific purpose/test and you must only book the slot for that; if you book up an appointment and try to request different or additional tests, or discuss other matters then this will not be possible, you will be asked to leave and your online access to appointments may be blocked. Our nursing team members have different skills and training so cannot all perform the same tests or provide the same clinical support, which is why the online booking rules are in place.

The best way to get hold of us to book other appointments or request a clinician contact you is via eConsult, available through our website or the NHS App. All eConsults are triaged and prioritised, with a response to you within 2 working days. One response may be that you have been booked a telephone call with the clinician you regularly see about your condition in a few days time. This ensures continuity of care for you. If the matter is evaluated by the Same Day Team and thought to be more urgent you are likely to get a call back from a clinician within the 2 working days, often on the same day.

If you call the Surgery to make an appointment the Patient Service Advisors will make appointments with the nursing team and for follow up GP appointments. GP appointments are usually by telephone now and you will be advised whether the call will be in the morning or afternoon. If the GP has requested to see you face to face it will be written on your record and this will be arranged for you with a set time.

Feeling unwell? Choose the right service					
					
Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.

Please arrive at the Surgery no earlier than 5minutes before your appointment time.

If your condition is new or acutely worsening then please call the surgery and the Patient Services Advisors will add you to the Same Day Team triage list. Please ensure you call in before 1pm to be added to the list for the day, anything added after this must be urgent and not able to wait until the next working day. The triage list closes at 4:30pm each day to enable our clinicians to call all patients back by the end of the day. Any calls after that time requesting a same day call back will likely be asked to call back the next working day, unless a clinician deems it urgent. The Same Day Team call patients back to discuss their condition, diagnosing and treating remotely where possible but they do also invite patients in for face to face appointments if necessary. Please arrive at the Surgery no earlier than 5minutes before your appointment time.

If you are housebound or unable to leave your house due to the severity of your illness and think you need a GP to see you please call in before 10:30am. This enables us to plan and carry out the visits before 2pm, ensuring any follow up care can be put in place before the end of the day.

From August 1st we will no longer have staff assigned to see only Shielding patients, this is because Shielding of extremely vulnerable people is being paused from this date. Please be assured our staff take every precaution to reduce risk to all patients.

Prescribing

Please contact the prescribing team for repeat prescriptions via our website or the NHS App, do not call in unless you have absolutely no other way of contacting us. The NHS App is easy to set up and use and we recommend all patients get this downloaded to their mobile phone. You can also use eConsult available through the NHS App or our website to contact the prescribing team with other general enquiries or concerns about their medication.

Please continue to request your repeat prescriptions 5 days before they are due.

You can watch a video of how to register with the NHS App here - https://youtu.be/4nRhmJ_tll4

**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

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.

Other Enquiries

Where possible use eConsult for other enquiries you may have for the Surgery. This could be for an administrative query or to request a sick note, medical report or subject access request. Alternatively, you can call the surgery and speak to one of the Patient Services Advisors who will assist you but please do so after 11am.

Face Masks

Face Masks Available at the Surgery to Raise Funds for Devon Air Ambulance

When attending the Surgery you should usually find a box of face coverings at the front desk that you are able to purchase by donating anything you can, we will then pay this money to Devon Air Ambulance.

- Handmade, washable fabric masks kindly donated by members of the community.
- Range of colours and sometimes styles
- Children's masks coming soon
- You can insert a paper towel for an additional filter layer, just remove before washing.
- You can insert a straightened paper clip or floristry wire at the top of the mask, to get it to fit over the bridge of your nose and prevent glasses misting up. Remove before washing.

Devon Air Ambulance

Registered Charity No: 1077998



The masks have been selling extremely well so there are times we run out of stock but new donations are frequently received. We also welcome more donations from people who wish to help support their local community and Devon Air Ambulance. They must be clean, cover the nose and mouth and be comfortable to wear. Thank you.



Latest COVID-19 Government Advice

What to do if you have Symptoms

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19.

If you have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result, the clear medical advice is to immediately self-isolate at home for at least 7 days from when your symptoms started. Do not go to a GP surgery, pharmacy or hospital. You should arrange to have a test to see if you have COVID-19 – you can do this online.

Consider alerting people who you do not live with and have had close contact within the last 48 hours to let them know you have symptoms of coronavirus COVID-19.

Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts

After 7 days, or longer, if you still have symptoms other than cough or loss of sense of smell/taste, you must continue to self-isolate until you feel better.

You do not need to self-isolate after 7 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone.

If you live with others and you are the first in the household to have symptoms of coronavirus (COVID-19), then you must stay at home for at least 7 days. All other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill.

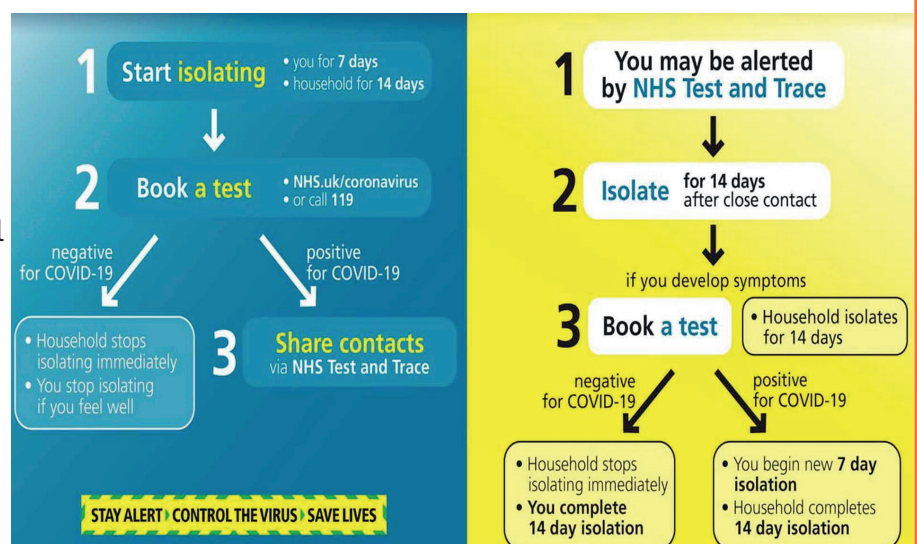
Staying at home for 14 days will greatly reduce the overall amount of infection that people in your household could pass on to others in the community. If anyone else in the household starts displaying symptoms, they must stay at home for at least 7 days from when their symptoms appeared, regardless of what day they are on in their original 14-day isolation period.

If you have symptoms, you should stay as far away from other members of your household as possible. It is especially important to stay away from anyone who is clinically vulnerable or clinically extremely vulnerable with whom you continue to share a household.

Reduce the spread of infection in your home by washing your hands regularly for 20 seconds using soap and water, or use hand sanitiser, and cover coughs and sneezes.

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.

If you develop new coronavirus (COVID-19) symptoms at any point after ending your first period of isolation (self or household) then you must follow the same guidance on self-isolation again.



How to stay safe

- try to stay at least 2 metres away from anyone you do not live with (or anyone not in your support bubble)
- 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
- wash your hands as soon as you get home
- 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
- do not touch your eyes, nose or mouth if your hands are not clean

Latest COVID-19 Government Advice for Extremely Vulnerable People (Shielding)

What changed on 6 July

The government has made some changes to its guidance for people who are shielding because the transmission of COVID-19 in the community has gone down. The changes from 6 July are:

- you no longer need to socially distance from people you live with
- if you want to, you can meet in a group of up to 6 people outdoors, including people from other households
- you may also form a 'support bubble' with one other household if you want to, but one of the households in the 'support bubble' should be a single adult household (either an adult living alone or with children under 18 only). You can all spend time together outside and inside each other's homes, including overnight, without needing to socially distance
- the government support offer has been extended: you can still get a food box, care and/or medicine delivery until 31 July if you want them, and have registered online by 17 July. If you have been recently advised to shield there is more information on the page below outlining on the support available to you below
- the latest evidence indicates that the risk of serious illness for most children and young people is low. All children and young people currently shielding should continue to shield until 31 July. A clinical discussion with your paediatric specialist or GP will be needed before any child or young person is removed from the shielded patient list. Health services will be in touch with children and their families over the summer, ahead of the new school term, to discuss what the new evidence means for them personally in the longer term. Families, carers and young people do not need to make immediate contact

What will change from 1 August

From 1 August, the government will pause shielding unless the transmission of COVID-19 in the community starts to rise significantly. This means:

- the government will no longer be advising you to shield
- the support from the National Shielding Service of free food parcels, medicine deliveries and care will stop
- NHS Volunteer Responders will carry on delivering the food you buy, prescriptions and essential items to you if you need it
- you will still be eligible for priority supermarket slots (if you have registered by 17 July)
- You may still be at risk of severe illness if you catch coronavirus, so stay at home as much as you can and continue to take precautions when you do go out. You can do this by washing your hands regularly, avoiding touching your face and keeping 2 metres away from people outside of your household or bubble wherever possible.

From 1 August, you'll be advised you could go out to more places and see more people, for example, the advice is:

- you can go to work, as long as the workplace is COVID-secure – but carry on working from home if you can
- children who are clinically extremely vulnerable can go back to school (when the rest of their class goes back)
- you can go outside to buy food, to places of worship and for exercise – keeping 2 metres away wherever possible

Latest Government Advice – Face Coverings

You must wear a face covering at all times on public transport or when attending a hospital as a visitor or outpatient. Hospitals will be able to provide a face covering in emergencies. If you can, you should also wear a face covering in other enclosed public spaces where social distancing isn't possible and where you will come into contact with people you do not normally meet. This is most relevant for short periods indoors in crowded areas. You should be prepared to remove your face covering if asked to do so by police officers and staff for the purposes of identification.



Evidence suggests that wearing a face covering does not protect you. However, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with.

Face coverings do not replace social distancing. If you have symptoms of COVID-19 (cough, and/or high temperature, and/or loss of, or change in, your normal sense of smell or taste - anosmia), you and your household must isolate at home: wearing a face covering does not change this. You should arrange to have a test to see if you have COVID-19.

A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of personal protective equipment. These should continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings, like those exposed to dust hazards.

Face coverings should not be used by children under the age of 3 or those who may find it difficult to manage them correctly.

It is important to use face coverings properly and wash your hands before putting them on and taking them off.

You can make face-coverings at home. The key thing is it should cover the mouth and nose.

Wearing a face covering in shops and supermarkets in England is to become mandatory from 24 July. Children under 11 and those with certain disabilities will be exempt. The list of exemptions has not yet been published for the 24th of July, but the rules for face masks on public transport exempt the following:

- a child under the age of 11
- passengers in an allocated cabin, berth or other similar accommodation, when they are alone or with members of their household or support bubble
- passengers who remain in their private vehicle while on board public transport, for example on a car ferry
- an employee of the transport operator, when they are acting in the course of their employment
- any other person providing services to the transport operator, under arrangements made with the transport operator, who is providing those services
- a constable or police community support officer acting in the course of their duty
- an emergency responder such as a paramedic or fire officer acting in the course of their duty
- an official, for example a border force officer, acting in the course of their duties
- You also do not need to wear a face covering if you have a good reason not to. This includes:

If you have a physical or mental illness or impairment, or a disability that means you cannot put on, wear or remove a face covering:

- if putting on, wearing or removing a face covering would cause you severe distress
- if you are travelling with, or providing assistance to, someone who relies on lip reading to communicate
- if you are travelling to avoid injury or escape the risk of harm, and you do not have a face covering with you
- if you need to remove it during your journey to avoid harm or injury or the risk of harm or injury to yourself or others



**The person
I support is
exempt from
wearing a face
covering**

#PleaseBeSupportive

- if you need to eat, drink, or take medication you can remove your face covering
- if you are asked to remove your face covering by a police officer or other official, for example to check your railcard or ID

You DO NOT need to ask your GP to write you a letter or prove you meet the exemption criteria.

You can apply online via Stagecoach for exemption on public transport, and you can also print out your own exemption card or order online.

<https://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards>

<https://hiddendisabilitiesstore.com/hidden-disabilities-face-covering.html>



**My child is
exempt from
wearing
a face
covering**

#PleaseBeSupportive

Smoking increases the risk of more severe COVID-19 symptoms #QuitforCOVID

There are always health and financial benefits to quitting smoking, but quitting now will help you:

1. Reduce the likelihood of life-threatening complications from COVID-19. Smoking damages your lungs, and your heart, which can put you at greater risk of life-threatening complications if you get COVID-19.
2. Reduce your risk of other diseases caused by smoking such as cancer, diabetes, heart attack, emphysema, bronchitis and stroke. Quitting will improve your health, and help protect the NHS.

**THERE'S NEVER
BEEN A BETTER
TIME TO QUIT**

Search **Smokefree** for free advice and support on quitting smoking.

BECAUSE THERE'S ONLY
ONE YOU



3. Stopping smoking allows your body to repair itself – after 8 hours oxygen levels return to normal, after 2 days, your lungs start clearing out smoking debris, after 3 days breathing becomes easier and within weeks, your heart attack risk begins to drop. Watch this film which explains all the benefits of quitting.

continued on the next page

4. Protect the health of others. Exposure to secondhand smoke also increases the risk of complications from respiratory infections, especially in children. It also increases the risk of heart attacks, strokes and cancer. See also guidance for smokers and vapers from Public Health England.

For advice and support on how to quit visit: <https://www.todayistheday.co.uk/the-story/>

Other useful links and resources for quitting smoking

One You: <https://www.nhs.uk/oneyou/for-your-body/quit-smoking/9-tips-to-help-you-quit-smoking/>

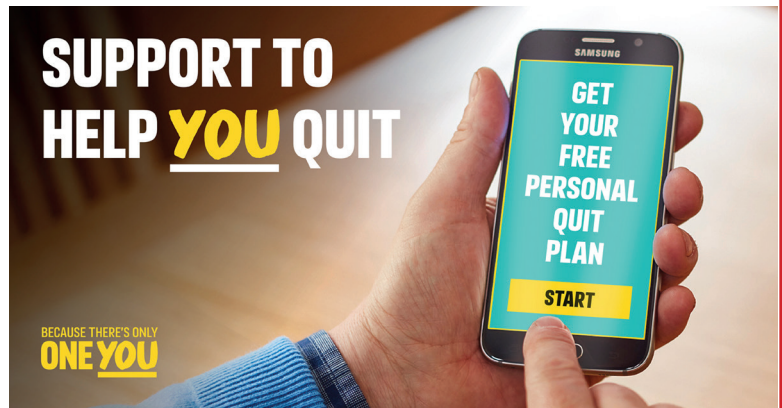
NHS smoke free: <https://www.nhs.uk/smoke-free/help-and-advice/local-support-services-helplines>

ASH: <https://ash.org.uk/home/>

Smoke Free App: <https://smokefreeapp.com/>

Today is the Day: www.todayistheday.co.uk

Smoke Free Devon: <https://www.smoke-freedevon.org.uk/support-to-quit-smoking/quit-smoking-through-the-devon-stop-smoking-service/>



Artwork Request

We would really like to have some new artwork up in the surgery. We would welcome any hand drawn pictures on A4 paper being sent into us, from any age of patient. They can either be portrait or landscape and we would like them to be colourful rainbow themed. You can add your name and age if you wish, but not essential.

Thank you!

