

New Additions at Cricketfield Surgery

To help ease the workload we have taken on a new part-time Advanced Nurse Practitioner, Katherine, who has just started with us. We have another starting in November.

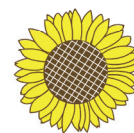
They are highly trained and very experienced nurses who have completed additional masters level training, including prescribing, so that they are autonomous in making decisions based on assessment, diagnosis and interpretation of test results. ANPs are able to independently prescribe appropriate medication, evaluate or refer to other specialists if necessary. They are invaluable, as they operate alongside our GPs to ensure our patients receive timely care and negate unnecessarily delay in receiving treatment, especially with the growing shortage of GPs in primary care.

Dr Juliet Bailey has just started with us and is taking on Dr Sue Binning's patient list. She will be working on Mondays, Thursdays and Fridays.

We also have a couple of new members of the Patient Services Team starting with us imminently to help us improve our patient experience.

You may find we have trainee GPs in the Practice over the next few months, they range from yr1 to yr5 and are able to assist with a range of clinical work whilst they learn about primary care. If you are asked to be part of their training, or are advised they may be sitting in to observe your consultation or treatment then you can of course say no but it is really helpful to their learning to gain as much experience as they can.

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Flu Vaccinations

Our flu clinics are underway. Thank you to all our patients for coming to their appointments promptly and prepared with face mask. It's always lovely to see you even if the weather is awful!

These are by appointment only. The quickest way to book is via the NHS App or by booking online through our website. If you do not have access to either of these methods then you can call our main line and ask our Patient Services Advisors to book you in. We would appreciate you waiting until after 10am to do this.

If you find you do not fall into any of the categories for flu clinics that we have set up please bear with us, more clinics and appointments will become available soon. Do not book yourself into a clinic if you do not meet the criteria as it will be cancelled, or you will be refused entry at the time.

We will not be holding drop in flu clinics this year due to the pandemic. We have to do it by appointment only to ensure we can manage the infection control and social distancing measures required.

**'JUST'
THE FLU?**

NHS

The flu virus kills thousands every year.
The flu vaccine is the best protection
for you and those around you.

JUST GET YOUR FREE FLU JAB
Ask your pharmacist or GP if you're eligible.

Flu
vaccine
help us
help you

Pandemic Update

The Government has recently brought in additional rules to help reduce the spread of COVID-19, after seeing a spike in cases over the last few weeks.

Devon	Torbay	Plymouth
539 cases in the last week.	53 cases in the last week.	77 cases in the last week.
0 deaths in the latest weekly data.	0 deaths in the latest weekly data.	3 deaths in the latest weekly data.
25 small area (MSOA) with a count of 3 or more cases in the last 7 days.	10 small area (MSOA) with a count of 3 or more cases in the last 7 days.	10 small areas (MSOA) with a count of 3 or more cases in the last 7 days.

The latest government advice can be found via this link
<https://www.gov.uk/coronavirus>

It is so important that everyone follow the advice and regulations to prevent the spread of infection. You can carry the virus without having symptoms yourself so make sure you maintain social distancing of 2 meters or 1 meter if wearing a face covering, make sure you do wear a face covering out in public (unless you are exempt) and wash your hands for 20 seconds frequently. Any surfaces you share should be regularly cleaned (disinfected) and towels either not shared at all or washed frequently. If you do have symptoms, or someone in your household does then the entire household MUST isolate and not leave the house at all. There are several illnesses with similar symptoms but please isolate and get a test to be sure rather than risk putting other people's lives at risk. For most people COVID-19 will be a mild illness but for some it can be life threatening.


HM Government



Got symptoms?
OR
Tested positive?





You must self-isolate for 10 days



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

- a new continuous cough (this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a high temperature (37.8 or higher)
- a loss of, or change in, your normal sense of taste or smell (anosmia)

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 10 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 10 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 10 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 10 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 10 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.

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 10 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.



NHS TEST & TRACE
GOT SYMPTOMS?
GET TESTED NOW

To stop the spread, do not leave home except to get a test at nhs.uk/coronavirus or call 119

STAY ALERT • CONTROL THE VIRUS • SAVE LIVES

GP Availability and Workload

Throughout the pandemic our clinical staff have been exceptionally busy but working in a different way that has brought a new set of challenges for them to adapt to. It may be very frustrating for you as patients that you don't have the same access to see a GP face to face as you did before the pandemic but please be assured they are working exceptionally hard and trying to handle all enquiries as swiftly and safely as they can. We are still being advised to manage what we can remotely via telephone or video calls. We do still see patients though, but only if it is absolutely essential to ensure we are treating them in the most effective way. For most patients remote consultations are appropriate and safe.

We thought it may be of interest to you to know some of the statistical data on the work we are doing:- For September;

Calls in to the surgery: 8003	Face to Face appointments: 999	Clinical telephone calls out: 1614
Scripts issued: 3877	Pathology results filed: 1208	Letters sent: 3180
New referrals made: 189	BP's taken: 526	New registrations: 33
Post in: approx 100 letters a day	Emails in: approx 70 a day (7 days a week)	Documents filed to record: approx 200 a day, most needing further action by a clinician
eConsults: between 10-20 a day (7 days a week)	Letters to be typed (from dictations): approx 70 a week	Med3: 30-40 a week (scanned to file and sent out)

Our Nurses and Health Care Assistants are absolutely full to capacity every day seeing patients but are restricted to how many patients we can see as we have stricter infection control measures which include cleaning after each patient which takes a significant amount of time, therefore reducing availability for patient appointments.

We are also having consider social distancing in the practice so can only allow a certain number of patients in at any one time. Our safety measures include:

- Patients are 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 must wear face coverings in the Surgery (unless exempt)
 - Social distancing in place in the waiting areas
- Staggered appointments to reduce the number of people waiting for appointments at any one time
 - Patients only being accompanied if it is absolutely necessary

Cricketfield Partners

Our partners are Dr Andrew Venning, Dr Emma Stubbs, Dr Emma Palmer and our Nurse Manager, Joyce Pickering has become a Partner in the business this September. They act as a board of directors, who are managed and chaired by our Practice Manager, Jennifer Wain. As a group they work on the strategic direction of the Practice, the businesses legal compliances and responsibilities as well as ensuring the business is meeting its patients' needs in a safe and effective way, within the boundaries of Primary Care.



What to do if you feel unwell or need follow-up care

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 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.

If you are contacting us about a pre-existing condition then please ensure you make this clear when contacting us and which GP you last saw. We will do everything we can to get you to see the same GP to enable consistency of care but it is not always possible, particularly if the GP is on leave or isolating themselves due to symptoms in their households.

If you are contacting us about a new condition or have acutely worsening symptoms then you can use eConsult or call in to get added to the Same Day Triage list. You should do this before 1pm and give us as much information as possible to enable the team to triage and prioritise calls appropriately. To enable us to manage the list effectively and safely we cannot add further enquiries in the afternoon unless the condition is a sudden onset of symptoms that absolutely cannot wait until the next day, nor are considered an emergency requiring 999.

Housebound patients requiring a home visit should request this before 10am.

You can find some appointments available online to book, either via the NHS app or our website. This currently includes our first flu clinics.

TALKWORKS

IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

TALKWORKS is a free, confidential, NHS talking therapy service, part of IAPT (Improving Access to Psychological Therapies), for people (aged 18+) who are seeking help and support about their mental health.

Our South and West Devon TALKWORKS Team is based in Newton Abbot and serve the South and West Devon area, including Buckfastleigh, Bovey Tracey, Dartmouth, Totnes, Babbacombe, Okehampton, Tavistock and Chagford.

Take the first step and self-refer to TALKWORKS. For your initial session our team are available on the phone or face-to-face in a number of locations in South Hams and West Devon to help you identify and overcome your difficulties. Find out how the TALKWORKS team can help and support your mental health here.

<https://www.talkworks.dpt.nhs.uk/get-in-touch>

0300 555 3344

Quit smoking this Stoptober

Stopping smoking is one of the best things you'll ever do for your health.

When you stop, you give your lungs the chance to repair and you'll be able to breathe easier. There are lots of other benefits too - and they start almost immediately.

It's never too late to quit, so join in this Stoptober. Let's do this!

Download the free NHS Stoptober app



Community Creativity

Photographs by local artist

If you have any artwork you'd like to share
please send in to us via email to
cricketfield.admin@nhs.net
all submissions welcome from all ages.

Images need to be high resolution suitable for printing A4.



NHS

Not sure
what to do?

Go straight to **111**

Call or go online

111.nhs.uk

**HELP US
HELP YOU**
KNOW WHAT TO DO