

## Happy New Year!

Happy New Year from all of us at the Surgery! We hope you managed to enjoy the festive period despite the challenging circumstances. We hope you and your loved ones have a good year ahead.

## COVID-19 Update

The whole country is now back in another lockdown, having seen a significant increase in COVID cases over the winter period. Please ensure you and your families adhere to the rules.

<https://www.gov.uk/coronavirus>

Cricketfield Surgery is continuing to operate as we have done for the last few months and you can attend healthcare appointments, as detailed in the government advice. We have seen several of our nursing appointments left unattended in the last few weeks, totalling over 40 hours of time that could have been given to other patients. It is really important if you have an appointment you do attend or call our cancellation line if you can't make it: 07394 471 931.

When you do come to the surgery please ensure you:

- Only come to the Surgery if you have an appointment
- Only arrive a few minutes before your appointment time
- Attend alone, where possible
- Wear a face mask (unless you are exempt)
- Stay 2 metres apart from other patients, even when waiting outside
- You use the intercom system to advise our reception team that you are here for your appointment
- Use hand gel or wash your hands on arrival and exit
- If you have been asked to go to the Newton Abbot COVID Hub - that you go to our rear car park and follow the instructions on the signage.

Please be aware we do run some clinics unrelated to COVID in the COVID Hub in the mornings after it has been deep cleaned, such as flu clinics. It is only used in the afternoons to see patients who may be symptomatic, or from symptomatic/isolating households.

## Flu Vaccinations

If you are over 50 and haven't had your flu vaccination yet then please contact us, to arrange it as soon as possible.

# The flu can be deadly.

## Protect your family.

## Get your flu jab today.



# COVID-19 Vaccination Program

We will be working with the Federation of Newton Abbot practices, which includes:

- Albany Surgery
- Bovey Tracey and Chudleigh Practices
- Buckand Surgery
- Cricketfield Surgery
- Devon Square Surgery
- Kingskerswell and Ipplepen Practices
- Kingsteignton Medical Practice



The Vaccination Centre is Sherborne House, Kingsteignton Road, Newton Abbot, TQ12 2PG.

Over the Christmas period a team of people have worked very hard to get the venue ready for use and last week we got the go ahead from the Clinical Commissioning Group and NHS England to go live. Our first delivery is scheduled for the very end of this week. It is absolutely essential that you do not call us to try and make an appointment for a vaccination. We have got to invite people in based on priorities determined by NHS England and the Government. We will call patients when it is their time and it will take several months to get through all patients in the current priority groups, so please be patient.

We are currently working with patients from these top 2 priority groups:

1. Residents in care homes for older adults and their carers
2. 80-year-olds and over

Please only go to Sherborne House if you have been invited in for a vaccination. The site is closed at all other times and cannot take ad-hoc enquiries when it is open.



Delivering this vaccination program is very complex and will take staff resource from our surgeries at a time when shielding and isolations is already impacting on staff levels. Please practice self-care where you can, use 111 online for advice, or your Community Pharmacist may be able to help. Please only contact the Surgery if you have an urgent medical enquiry or if you have been asked to schedule a routine follow-up appointment.



## Staffing Update

We have a new long-term locum, Dr Allinson, who has joined us this month to help provide consistent care for our patients whilst Dr Emma Stubbs remains on leave. She is a highly experienced GP, recently moved to the area from London.

We have had some changes within our administration team, adjusting roles to help meet demand and fill gaps when staff are absent. It is likely that we will soon be training up new members of the team to take enquiries on the phone lines and assist with the COVID Vaccine program.

All our team members are dedicated to helping our patients but please be mindful that the system is under immense pressure at the moment so we respectfully ask our patients to be understanding of this; there are limitations to what we can achieve.



Have you got the NHS App?

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**NHS App**

**STAY HOME**

**PROTECT THE NHS**

**SAVE LIVES**

 HM Government

**NHS**

**Act like you've got it**

You don't need symptoms to have coronavirus



**HANDS**



**FACE**



**SPACE**

