



Open Letter to all Cricketfield Surgery Patients

18 February 2021

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Dear Patients,

I am writing to apologise that you may have experienced difficulty getting through to us over the last few weeks, or found that we have not been as efficient as we would normally like to be. Addressing your clinical concerns promptly is important to us and we are also aware that you may have questions or concerns about the COVID vaccination programme and or shielding criteria.

We care very deeply about all our patients and I can assure you that every single staff member works here because they want to help people and make a difference in their community. However, we have experienced significant staff absences due to isolations and other illnesses on top of planned absences. Our administration and prescribing teams have been most affected by this and where we usually have a team of 10 administrators in on one day, we have had days where we have had only 4 in. This reduces our ability to answer phone calls or process enquiries or prescription requests quickly. We are also trying to get our patients booked in for COVID vaccinations.

All staff here are wonderful, genuinely caring and exceptionally hard working. We have all pulled together to help out across departments but we are aware that patients may have been negatively impacted by our depleted staff numbers. We are hopeful this will improve over the next couple of weeks. As frustrating as it may be, please bear with us and try to be understanding and patient with our administration staff; they are working additional hours and multi-tasking across all administration areas to enable us to still be there for our patients and support their colleagues. I could not be more proud of the Cricketfield team and am humbled by their work ethic, commitment and loyalty. They truly are heroes.

It would really help if you could use eConsult where possible, including for administrative or vaccination enquiries and if you don't have access to eConsult please only call us for clinical matters at present. Please also email repeat prescriptions in and allow 5 working days for them to be processed prescription.cricketfield@nhs.net Thank you ever so much.

Kindest regards
Jennifer Wain
Practice Manager

Dr Andrew Venning, Dr Emma Stubbs, Dr Emma Palmer, Joyce Pickering
Practice Manager – Ms Jennifer Wain

www.cricketfieldsurgery.co.uk



#hello my name is...