

## Vaccination Centre Update

This has been a very worthwhile endeavour, whilst exceptionally challenging. We, as a group of 7 Practices, have now got this to run as a separately resourced service with Operations Managers and staffing that does not pull from our usual practice staffing schedules. The vaccine availability and delivery schedules prove to still be hindering us, however we are on track to start our second dose vaccinations for those that had their first in January.

We have also agreed that once we have completed the initial 9 cohorts, set by NHS England we will be extending the vaccination service beyond those groups.

The 9 cohorts are;

1. Residents in care homes for older adults and their carers
2. 80-year-olds and over and frontline health and social care workers
3. 75-year-olds and over
4. 70-year-olds and over and clinically extremely vulnerable individuals
5. 65-year-olds and over
6. 16- to 64-year-olds with serious underlying health conditions
7. 60-year-olds and over
8. 55-year-olds and over
9. 50-year-olds and over

We are currently working our way through cohorts 7 to 9.

The next groups will be worked through in order as well, and are very large groups so it will take us time.

10. 40-year-olds and over
11. 30-year olds and over
12. 18-year olds and over

If you get contacted by the mass vaccination sites then you can opt to go to that appointment but if you would prefer to attend the local centre, at Sherborne House in Newton Abbot, then you will be given that opportunity and it would probably only be a matter of days difference before we contact you. Wherever you opt to go if you are not able to attend an appointment given then please let that service know so that we can reduce the risk of any vaccine wastage. Clinics are planned very carefully based on doses in vials and once they are opened they must be used that day.

### Reminder:

DO NOT call your GP Practice with vaccine queries, we do not have the capacity to answer these calls without it negatively affecting our healthcare service for other patients. We have to follow national guidance on who is in what cohort and when that cohort is vaccinated. Therefore, the vaccination program is out of our hands. You will be contacted when it is your time.

Please also ensure we have your up-to-date contact details to make sure we can contact you when it is your time to be vaccinated. The best way to do this is through eConsult.

## COVID-19 Vaccine - Effectiveness Timeline

### Pfizer/Biontech vaccine



### Oxford/Astrazeneca vaccine



## COVID-19 Update

This link provides local data on COVID-19 cases in the area:

<https://www.devon.gov.uk/coronavirus-advice-in-devon/coronavirus-data/>

Lockdown is starting to be eased but they are still restrictions in place that we all must be following.



This link provides you with the latest COVID-19 advice from the government:

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

## What's happening at Cricketfield Surgery?

We have seen a significant increase in contact from patients wanting our assistance with a range of acute and long-term condition needs, and we are struggling to meet demand. We are very understaffed in all departments. We are doing our very best to resolve these issues and provide a service that meets demand, but it is very challenging, especially as we are also still restricted by social distancing measures and other rules to minimise the spread of Covid.

In correlation we have seen a rise in the level of frustration from patients about how tricky it is to get access to a clinician. We are really sorry that this is the case but we do need to ask that you remain as patient as you can and understand that our administrators are working exceptionally hard on your behalf, however they are very limited in what they can do. It is not their fault and they are not intentionally being difficult; they actually find it very upsetting when they feel they cannot meet patient expectation.

We have over 10300 patients to care for, with many having complex health conditions that need supporting. All our staff aim to provide the best possible care to all but with restrictions, limited resources and challenges around referrals to secondary care or other healthcare providers we are finding this difficult, with GPs often having to work late and at weekends to get administrative work completed.

We are looking to recruit new staff and we are also reviewing our appointments system, in line with each stage of the lockdown release and any updated National guidance we get.

## Dr Stubbs

Dr Emma Stubbs has been absent from the Practice for the last few months for health reasons and she has made the difficult decision not to return; she will be retiring from General Practice. She will be greatly missed as a Partner, colleague and Doctor by both staff and patients. We wish her well whilst we look to the future as a Practice. We have started the recruitment process for a new GP Partner and are hopeful that we will have one in place this Autumn. In the mean-time Dr Jenny Allinson will continue working with us as a long-term locum covering most of Dr Stubbs' patient list, supported by the remaining GP Partners.

From **29 March** you can gather with either two households or up to 6 people outdoors.

Please remember to keep your distance from others.

**TIME TO SAY GOODBYE**

# Advice on how to access our services

If you have a new condition/symptom that is causing significant pain or distress, or a pre-existing condition that is significantly worsening then you should call in the morning to be added to the same day triage list. This list is often closed at lunchtime to enable all people currently on the list to be called back before the end of the day and only absolute emergencies are added after that. The Same Day Team call you back and do what they can to assist over the phone, if they feel you need to be seen then they will ask you to come to the Surgery.

If you have a new condition/symptom, or a pre-existing condition that is worsening but manageable then the best way to contact us is through eConsult. This is usually acknowledged within 2 working days and a plan established on how best to contact you. This may be assigned to your usual GP currently working with you, which will usually mean a call back within a week depending on their availability but you will be informed when this will be. Alternatively, you may be assigned to a GP who has the earliest availability to talk to you. If you do not have access to eConsult then you can call in and the team will look at assigning you to the most appropriate GP for a call back, usually within the week.

If you require an urgent home visit then you should call in before 10am, to be added to the lunchtime visits list.

If you require a discussion or update on how best to manage your ongoing condition/symptoms then again you could use eConsult or call in to get assigned to your usual GP for a telephone, or face to face to appointment (as appropriate), which is usually within a month. This may also be appropriate for people with new symptoms that are manageable and not impacting much on your daily life.

Some routine nursing appointments are available to book online, or you can call in to get booked into an appropriate appointment.

If you have a medication query then please call the prescription line between 11am and 1pm or 2pm and 3pm.

If you have an administrative query then you should use eConsult, where possible.

There is also a lot of advice on self-care available through eConsult, our website and NHS Choices.

- eConsult - <https://cricketfieldsurgery.webgp.com/>
- Website - [www.cricketfieldsurgery.co.uk](http://www.cricketfieldsurgery.co.uk)
- NHS Choices - <https://www.nhs.uk/conditions/>

We do also hold Women's' Health Clinics and Minor Operation Clinics. If you require either of these services please call our main line and you will be booked into the next available clinic.