

What does the relaxation of the COVID 19 Restrictions on the 19th of July mean for us?

It may sound like great news that the government is going ahead with its final step in the plan to ease the country out of the lockdown rules and COVID restrictions, but they have advised the public to be cautious. They are expecting people to still keep their distance from people they don't know and wear masks in confined spaces and to protect those that are most vulnerable. This is not the end of COVID, in fact they are anticipating a further surge in cases following this final relaxation of the rules but feel the country is in a better place to handle this in the Summer months.



At Cricketfield Surgery, we are already seeing increasing numbers of patients with COVID again and several staff members per week are having to isolate due to potential contact with the virus. Therefore, we will be keeping our rules in place to help protect our patients and staff. It may no longer be law, but in line with government advice we would respectfully ask patients to wear a face mask when they are in the surgery. We will continue to screen for symptoms at the front door before letting patients in and as much as possible, minimising access to the surgery to those patients who have appointments. Please call us or send an eConsult if you have an enquiry.

It is also important to note that people must continue to isolate and get tested if they have symptoms of COVID 19, or have contact with someone who has tested positive.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>

COVID Vaccinations

99% of people in Devon had a positive experience during their vaccination, new research has found.

Almost 500 people took part in a survey commissioned by the CCG and run by Healthwatch Devon, Plymouth and Torbay to understand how people found the vaccination process and where improvements can be made.

Among the results were lots of positive comments about staff and volunteers at the vaccination sites, which will be shared with the teams to show them how appreciative the people of Devon are of their incredible work.



Getting vaccinated against COVID helps:

- Reduce your risk of getting the illness
- If you do get the illness you should experience milder symptoms
- It will reduce the length you are contagious

14 days after your first dose of vaccine it begins to work and the second dose further enhances your protection. The Devon CCG in conjunction with NHS England are exploring a COVID Booster Programme to start this Autumn to further enhance protection for people.

Remember you can still contract the virus even if you are vaccinated so watch out for symptoms, follow advice on social distancing, wearing a mask and isolating if you come into contact with someone who has COVID 19. Do the free rapid tests regularly to check if you have the virus but are asymptomatic.

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

Pfizer/Biontech vaccine



Oxford/Astrazeneca vaccine



Appointments

The increase in COVID amongst the local community is having a significant impact on our staffing levels, availability for appointments and how we structure our day. Things also take longer. If we have to visit a patient who might have COVID or is from an isolating household the clinician then has to shower and change before they can start seeing other patients back at the Surgery. Calls can be more complex and take longer to assess but it is best to handle potential COVID cases remotely so as to reduce the risk of patients spreading the virus by leaving their house. We do have the cabin on our rear car park though should we need to see patients who may have COVID, or be from a COVID isolating household.

It is critical that patients tell us if they are from a household that is isolating even if they themselves do not have symptoms. We may need to reschedule your appointment, but it may be that we could see you safely in our cabin without putting others at risk. Please help us to keep infection rates down and protect the community by telling us if you have symptoms or are from an isolating household.

Our staff will be continuing to wear protective clothing when they see patients and maintaining infection control procedures to reduce the risk of spreading infection.

We are currently still able to run routine nursing appointments but there may be times we have to reschedule appointments if a member of our team has to isolate, or is off sick for any reason.

Due to the pressures on the NHS and our services we need to return to **urgent care only** for GP appointments over the next few weeks. Any routine appointments may be 3 to 4 weeks to schedule in. If you have a non-urgent health matter you want help with or to follow up on, please consider other options for self-care or help from a pharmacy. They can help with:



NHS Southwark Clinical Commissioning Group

Did you know?
If you don't pay prescription charges you can get medicines free from your local pharmacy without needing to visit your GP.

Your pharmacist can give you advice and if you need it, treatment for these conditions:

- Allergies
- Athlete's foot
- Cold sores
- Conjunctivitis
- Constipation
- Coughs and colds
- Diarrhoea
- Earwax
- Fever
- Hay fever
- Headache
- Head lice
- Indigestion
- Insect bites and stings
- Itching due to chickenpox
- Minor burns and scalds
- Mouth ulcers
- Nappy rash
- Piles
- Sore throat
- Sprains and strains
- Teething
- Threadworm
- Vaginal thrush

PHARMACY FIRST
Pharmacy First common illness scheme

Patients can also self-refer for:

Physiotherapy treatment

<https://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/outpatient-services/>

Mental Health Support

<https://www.talkworks.dpt.nhs.uk/>

<https://www.dpt.nhs.uk/>

Newton Abbot's Urgent Care Centre is open and Torbay A&E for minor injuries

<https://www.torbayandsouthdevon.nhs.uk/services/urgent-and-emergency-care/ed-miu-waiting-times/>

Got a minor injury that needs attention?

The Minor Injuries Unit in Newton Abbot Community Hospital is open **8am to 8pm**, 7 days a week, including Bank Holidays.

X-rays are also available and are open between **9am and 5pm**, 7 days a week.

MIUs provide treatment for less serious injuries, such as broken bones, sprains, cuts and burns. You do not need an appointment to be seen.

01626 324500

**"I JUST DIDN'T
THINK I'D FEEL
HAPPY AGAIN"**

JUST TALKING CAN HELP

NHS talking therapies can help you if you're struggling to cope with feelings of anxiety or depression.

Your GP can refer you or you can refer yourself online
nhs.uk/talk

NHS

Your
health
matters

help us
help you



What's happening at Cricketfield Surgery?

We have already made some changes to the layout of the building over the past year and several rooms redecorated.

We have more rooms being redecorated over the Summer and new clinical flooring laid in the downstairs consulting rooms. This is to modernise the space, improve cleanliness and hygiene and optimise how we can use the rooms. We hope this will cause little disruption for patients whilst the work is carried out.

There is also likely to be some work done along the side of our building soon, to increase parking for staff. Again, we hope this will not cause disruption for patients whilst the work is done.

There has been a national survey of GP services which you can find on the next page.

"The HANDi app has been incredibly beneficial for me since becoming a mum."

"Hi, my name is Gemma, I live in Plymouth and I am a full-time Mum of three children aged 4, 6 and 11 years old. When my children were slightly younger, I got myself into a routine of regularly ringing the doctors whenever any of them started to show any unusual health-related symptoms – from a high temperature to skin conditions and everything in-between. I always want to make sure I am treating symptoms correctly and not mistaking them

for something more serious. It was not until my friend recommended that I download the HANDi App, that I realised how easy it is to get the professional medical advice I need and as a result, educate myself at the same time to improve my medical know-how. To any parents who do want to learn how to check and treat their children's symptoms when they are unsure, I definitely recommend downloading the HANDi App to put your mind at ease."



Download the HANDi app on your Apple or Android smart-phone or tablet.



Follow us on Social Media for the latest surgery news and updates as well as NHS Campaigns and links.



/CricketfieldSurgery



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Test Trace Protect



Test and Trace

Protect your loved ones. Get the app.

Join 22 million others by downloading the NHS COVID-19 app by searching for "**NHS COVID-19**" in the App Store or Google Play Store on your phone.



About the survey

850,000 responses received¹

314,500 took part online

Survey running since 2007

Includes data on:

472,000 patients with a long term condition, disability or illness

162,000 carers

58,000 smokers



850,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice (82% in 2020)

83%

good experience



Healthcare professional:

96%

say they have confidence and trust in the healthcare professional they saw (95% in 2020)²



94%

say their needs were met at their last appointment (94% in 2020)²

This year's survey was conducted during the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time.

Access:

The majority of patients find it easy to get through to their practice by phone (65% in 2020)²

68%

find it easy



70%

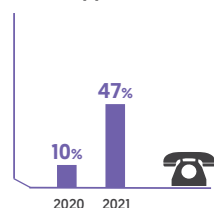
had an appointment in the last 12 months (85% in 2020)²



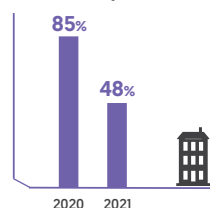
Type of appointment:

The type of appointment patients received when they last tried to make a general practice appointment.

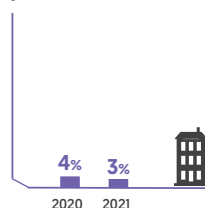
Phone appointment



At their GP practice



At another general practice location



Online appointment

2020 Less than 0.5%

2021 3%

Home visit

2020 1%

2021 Less than 0.5%

Choice and satisfaction with appointment offered:



40%

Offered a choice of time or day²



24%

Offered a choice of type of appointment²



14%

Offered a choice of place²



8%

Offered a choice of healthcare professional²



82%

were satisfied with the appointment offered, and accepted it

Making an appointment:

59%

saw or spoke to someone at a time they wanted to or sooner (56% in 2020)

60%

who wanted a same day appointment got one (62% in 2020)²

71%

say they had a good experience of making an appointment (65% in 2020)

80% of patients needed a general practice appointment in the last 12 months. Of these patients:



42%

Avoided making an appointment²

Avoided because they were worried about the burden on the NHS²

20%

Avoided because of the risk of catching COVID-19²

17%

Avoided because they found it too difficult²

11%

Avoided for another reason²

6%

Avoided because they didn't have time²

4%

Isolation

15%

said they felt isolated from others in the last year (7% in 2020)



Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



89%

listening to them (88% in 2020)²



89%

giving them enough time (86% in 2020)²



88%

treating them with care and concern (87% in 2020)²



93%

were involved as much as they wanted to be in decisions about their care and treatment (93% in 2020)²

www.gp-patient.co.uk

See reports which show the national results broken down by **CCG** and **GP practice**

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)