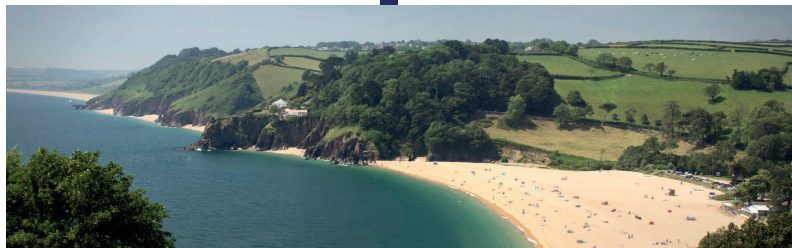


Patient Update

We hope you are all getting through the heat wave okay and that the sunshine continues for us all. The school holidays are here which we hope will be fun rather than stressful for those of you with children now at home until September.



Appointments at Cricketfield Surgery

We are still experiencing high demand on our services especially as it is taking hospitals and other referral services a long time to catch up with their workload. This means we often have a lot of people with complex or worrying health concerns that need extended support whilst they wait for the hospital to see them. This includes further testing which adds significant numbers to our administration, pathology and prescription work which further increases workload and reduces availability. We are working extremely hard to still provide a caring, efficient and safe service and want our patients to know we are here to support them. Helping our patients is the best part of our work!

Last Autumn we implemented a revised triage system for our appointment booking which is working extremely well. We appreciate that most patients will want to be seen as quickly as possible but we do need to prioritise factoring in highest clinical need. Our system allows us to do this very efficiently. Our Patient Services Advisors will help get you on to the right assessment list based on your symptoms and a clinician will then further assess this and determine if you need an urgent call back the same day, or if it can wait a few days or weeks. If you are happy to wait as your health concern isn't pressing or you just need a follow up, you can usually have the option of whether or not you would like a face to face or telephone consultation. It may just affect when you can have your appointment, especially if you need to see a particular GP. We appreciate you working with us to ensure fairness for all our patients.

The quickest and easiest way to get non-urgent health concerns to us, or prescription requests, fit note requests or administrative queries is through our online Patient Triage service, accessed through our website. You can submit these requests to us anytime between 8:30am on a Monday morning to midday on a Friday lunch time, including at night.

We are able to book nursing and GP appointments with the weekend service which is held at Albany Surgery in Newton Abbot run by Haytor Health. If you think this would be more suitable for you when booking an appointment, please discuss with our Patient Services Team or include in your online Patient Triage enquiry. However, availability is limited.

Our usual opening times for the Practice are 8am to 6pm Monday to Friday, with calls to patients often made up to 8pm especially on Monday and Tuesdays. We do also open for evening appointments on a Tuesday, 6pm to 8pm, for both GP and Nursing appointments. We are closed every lunch time from 1pm to 2pm and we also close for Bank Holidays.


Please also remember to cancel an appointment if you can't make it. We lost 146 hours of clinical time that could have been used by other patients in the last 3 months.

Staffing Updates

We have several staff members with young families so often see a peak in staff absences during this time of year, and we are still short staffed in all areas due to some vacancies and sickness absence. We are doing all we can to mitigate the issues and still meet patient demand but please bear with us.

We are recruiting for a GP; all details are on our website. <https://cricketfieldsurgery.co.uk/job-vacancies/>

Our new Wellbeing Team employed through our Primary Care Network is already working well for our patients. If you would like to know more about how Debbie, our Dietician, and Kelly-Anne, our Mental Health Occupational Therapist can help you then please visit our website using this link: <https://cricketfieldsurgery.co.uk/wellbeing-team/>

The image shows the NHS logo and a smartphone displaying the NHS Patient Triage app interface. The app screen shows a list of options for help, including 'I have an advice request', 'I want help for a medical issue', and 'I want to see online advice'. To the right of the phone, text reads 'GP online consultations are changing' and 'We have a new system called Patient Triage which is easy and simple to use, with less questions.' At the bottom right, a green button says 'For admin or medical requests please click to start'.

Flu Clinics

We have released our first flu vaccination clinics for the autumn. They are booking up fast already. You will have been sent a text with link to online booking for those in the eligible categories. We will also be phoning those of you without a mobile number on our records if you are in the most vulnerable categories.

- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- those aged 50 years and over
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals
- frontline staff employed by the following types of social care providers without employer led occupational health schemes:
 - o a registered residential care or nursing home
 - o registered domiciliary care provider
 - o a voluntary managed hospice provider
 - o Direct Payment (personal budgets) or Personal Health Budgets, such as Personal Assistants

If you receive a text message with a link to book follow these simple steps;

- Click on the link
- Enter your name and date of birth
- Change the date drop down box to include the date of the clinic
- Select an appointment time

If an error occurs it could be that your mobile number is associated with another patient, a family member for instance, and the text message was meant for them.

Eligible children from 0 to 2yrs are also eligible and we will run separate clinics for them. We will also provide vaccinations for children in clinical risk groups who are not old enough to attend school or not able to attend school. Otherwise schools will organise flu vaccinations for their students who are eligible. If you would like to learn more about the flu vaccination please follow this link: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Closed for Staff Training

Cricketfield Surgery will be closed for the afternoon on Tuesday 6th September from 1pm for staff training.

We will reopen as normal from Wednesday morning.

Anything urgent that you feel cannot wait until Wednesday 7th September will be diverted to Devon Doctors.

Alternatively call 111 or use 111.nhs online.

Contact Information

Please remember to ensure we have your up-to-date contact information including mobile number and email address where possible to enable us to make contact with you easily to help you manage your health care.

Use this link to update your information: <https://cricketfieldsurgery.co.uk/> and click the red "update your details" tile.

Work We Have Been Doing for our Patients

Quarter 2 2022
(01.04.22 – 30.06.22)



Face to face appointments conducted

3986



Telephone appointments conducted

7627



Online Triages received

724



2677

Pathology results filed from tests



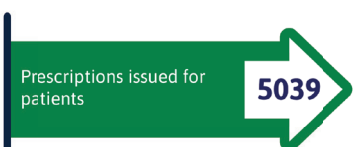
2228

Blood tests taken



1523

Blood pressure monitoring conducted



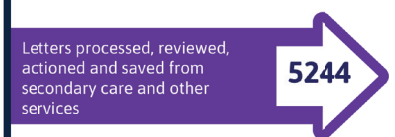
Prescriptions issued for patients

5039



Referrals made for our patients to secondary care and other services

731



Letters processed, reviewed, actioned and saved from secondary care and other services

5244

Current Patient List size is;

10281

Calls in to us.
(61 working days = an average of 276 per day)

16819

117

New Patient registrations processed



567

Did not attend (DNA)



Time lost from DNA's in Hours

146

GP Survey

The National GP Survey results were released recently, and our surgery is incredibly proud to have scored so highly. Thank you to our patients who completed this survey. There is still room for improvement and we are keen to adapt and enhance what we do to ensure our patients have a good service from us. You can find full details of the survey here: <https://www.gp-patient.co.uk/report?w=1&practicecode=L83051>

