

# Patient Update

## Flu & COVID Vaccinations

We have almost completed our flu clinics but if you still need your flu vaccination then please call us to book this in.

The Racecourse is still running COVID Vaccinations but availability can be limited due to the racecourse frequently running their own events there. Appointments do usually get released weekly though and they will also start doing some vaccinations from local surgeries on Saturdays. If you want to book your COVID Vaccination then you have to call 119, we are not able to see or book any appointments as this service is run completely separate to us.

We are ever so sorry if 119 direct you back to us, but we cannot help so please regularly try 119 and there will be more local appointments available soon.

## Access to GPs

General Practice across the country is still experiencing a huge demand on its services, at over 20% more than before the pandemic. We are the frontline of healthcare trying to support our patients with new medical concerns and support patients with long-term complex health conditions. Patients are often waiting a long time for referrals to secondary care or are experiencing more issues relating to social care. There are finance and staffing issues across all sectors and we are working very hard to help all our patients affected by this. We ourselves have very limited funding as we are an independent business so cannot staff to meet demand, we are also using all available space we have within our building. We really are doing all we can to support our patients and ensure they get the appropriate medical help they need. Our staff love what they do and they have chosen to work in this industry to help people, from our admin team to our Nurses and GPs we are dedicated to helping you.

We have a broad range of clinicians working with us to ensure we can give the best possible care to our patients, within the right timescale for them. We have to prioritise patient care based on clinical need. Those with the most urgent medical concerns will be contacted the same day, and brought in to see a clinician face to face if appropriate. Where possible, we are trying to offer

continuity of care for longer term health conditions and seeing patients face to face, if this is what they want. We are also reviewing and improving our services regularly.

Please see our latest quarterly data enclosed, along with data produced for the South West locality to get the full picture of what is happening in General Practice at present. At Cricketfield Surgery we are typically taking 260 calls on average a day and have an average of 70 face to face appointments per day, 132 telephone appointments per day.

## Cricketfield Quarter 3 Data

### Work We Have Been Doing for our Patients

**Quarter 3 2022**  
(01.07.22 – 30.09.22)



Face to face appointments conducted

**4781**



Telephone appointments conducted

**8973**



Online Triages received

**1084**



**2674**

Pathology results filed from tests



**1817**

Blood tests taken



**1492**

Blood pressure monitoring conducted



**1727**

Over 65 Flu Vaccinations

Under 65's Flu Vaccinations

**800**

Prescriptions issued for patients

**5109**

Referrals made for our patients to secondary care and other services

**701**

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

**4695**

Current Patient List size is;

**10262**

**155**

New Patient registrations processed

Calls in to us. (65 working days = an average of 273 per day)

**17742**

Time lost from DNA's in Hours

**119**

# WHAT WAS YOUR GP PRACTICE DOING IN SEPTEMBER?

## APPOINTMENTS

Across South Devon, GP Practices delivered over 157,761 appointments with GP's, Nurses, Healthcare assistants etc. 75,371 of these were just GP appointments.



## TEST RESULTS

63,011 lab results were received last month across South Devon GP Practices



## PRESCRIPTIONS

540,152 prescription items were issued last month.



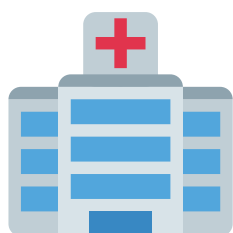
## CLINICAL LETTERS

103,614 clinical letters were received last month that's 9,253 per every thousand patients



## REFERRALS

9,563 Referrals were made last month to other services for further care or investigations



**BROUGHT TO YOU  
BY THE  
SOUTHERN PRIMARY  
CARE COLLABORATIVE  
BOARD**



# A day in the life of a GP.



Arrive at work to set up for the day



Clinical appointments – this is a mix of face to face and telephone appointments



Clinical administration work – this includes reviewing test results, reviewing and actioning letters from hospitals and other care providers, reviewing and prescribing medication, making referrals for tests and further treatments from hospitals and other providers, writing medical reports



Visits to housebound patients who are too sick to come in to practice



If lucky a GP will get back in time to have some lunch before they start the afternoon clinic but they may have a meeting to go to or training to attend.



Clinical appointments – this is a mix of face to face and telephone appointments



Clinical administration work again which will also include covering administration from any GPs that are not in that day and will also include follow up calls to patients.



This is when GPs are scheduled to finish their day but typically GPs don't finish until 8pm to ensure they stay on top of all the clinical administration work and follow up calls.



## What Cricketfield Surgery Can Offer Patients.

- A responsive and efficient appointment booking system that ensures fairness for all patients; prioritising the patients with the most urgent health concerns
- Choice of appointment type for non-urgent appointments, to best suit the individual patient:
  - Face to face
  - Telephone
  - Video
- Online Patient Triage service for non-urgent patient administrative, prescribing and medical queries.



I have always had a good experience at Cricketfield surgery. The staff are friendly and polite

Managed to get appt same day and incredibly helpful doctor. Prescription sent across straight away and easy to collect. Brilliant.

On time. Professional. Efficient and treated with care and attention in a personable way.

I've been with this surgery for nearly eighty years and thank god the staff and doctors have been very helpful, no complaints just thanks.

The practice is run EXTREMELY well. The staff are very professional, knowledgeable and very welcoming.

Every member of staff I see are welcoming professional and caring. I couldn't ask for more

**Apart from your acute new health concerns and long-term condition management we are also able to offer;**

- Specialist Women's Health appointments
- Men's Health appointments
- Joint injections
- Minor Operations
- Precision Cryotherapy \*NEW\*
- Services to help you manage your mental, physical and social wellbeing
  - Mental Health Occupational Therapist
  - Counselling
  - Dietician
  - Social Prescriber
- Detailed medication reviews with our pharmacy team
- Medication support from our pharmacy team

Reception staff always helpful and polite. Nurse undertaking blood test efficient and friendly. Following 111 call late one night GP phoned me early next morning, and also offered a face to face follow up appointment. No waiting time to see GP on day of follow up appointment. Considering the problems within the NHS service generally, and the pressure staff are under, I have always been offered a reliable and efficient service for which I am most grateful.

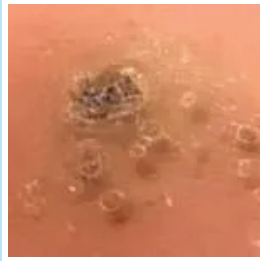
**Feedback from some of our patients**



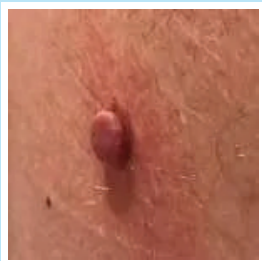
# Precision Cryotherapy

## – new at Cricketfield Surgery

We have got the latest technology in cryotherapy, the CryoPen. CryoPen is the number one choice for skin lesion removal for its ability to deliver quick, safe and effective results. It works by delivering a precise jet of nitrous oxide directly onto skin lesions to precisely freeze the lesion and preserve the surrounding, healthy tissue.



The CryoPen treatments require no anaesthesia and have less scarring than other techniques of skin lesion removal, they offer a quick and precise treatment with most skin lesions only requiring one treatment with the CryoPen, even deeper lesions.



## What Can the Cryopen Treat?

The Cryopen can treat a number of benign skin lesions up to 8mm in diameter that may be causing you pain or be in a location that causes significant challenges for you, such as:

- Seborrhoeic Warts
- Warts – hands & feet
- Cherry angioma (red blisters)
- Verrucas
- Skin tags

However, some may require repeat cryotherapy or a series of treatments. This will be discussed with you at the time of treatment. The treatment can usually be delivered at the same time as your consultation for your skin lesion.

If you are interested in having Cryotherapy, please either use an online Patient Triage admin request to be added to the waiting list for this service, or call our main enquiries line on 01626 208020. The waiting list is currently about 4weeks between request and consultation/treatment.