

Happy New Year!



We hope you and your family and friends managed to have an enjoyable festive period.

The news regarding hospitals and health has been quite negative and worrying with the strikes adding significant pressure. COVID, Flu, Strep A and other respiratory viruses have been affecting lots of people across our community.

Whilst this has all made things extremely busy and challenging for us, we are pleased to say we are able to operate a full service at present. We also have new staff starting to help improve our service to our patients.

Please help us to help you though. Try to use online advice from the NHS to ensure you are taking care of yourself, managing minor illnesses as best you can and if you need further advice or some over the counter medication then Pharmacies can help with this.

Injured or unwell? Use the right service



<p>Self-care</p> <ul style="list-style-type: none"> Grazed knees Sore throat Coughs & colds <p>Visit nhs.uk for self-care advice</p>	<p>Pharmacy</p> <ul style="list-style-type: none"> Headaches Upset stomach Aches & pains Bites & stings 	<p>111 NHS 111</p> <p>Visit 111.nhs.uk or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p>GP</p> <p>Call your GP for symptoms that won't go away</p>	<p>Minor Injury Unit</p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> sprains fractures burns 	<p>999 A&E</p> <ul style="list-style-type: none"> Unconscious Breathing difficulties Stroke Heart attack Heavy bleeding Severe burns
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#ChooseWell

If your symptoms progress beyond this or you have another health concern that needs dealing with then please call us and our team will help get you assigned to the right team or book you an appointment. The more information you give the easier it is for us to assess and determine the best response for you. This may be to have a clinician call you back the same day, be brought in for an urgent appointment or one within a couple of weeks, it may also be that they provide further advice for things you can try first or tests you can do, or we can book you in for with our nursing team.

Our nurses are still carrying on their important work with our patients who need long term condition management, wound dressings and regular tests done as well as urgent test requests they get from the other clinical team members.

Our Wellbeing Team is still there to support our patients as well with their mental health, dietary and social needs. This team is building over the next couple of months to further enhance what is available to our patients. One other thing we ask is that if you have an appointment booked with any of our team then you do all you can to attend that appointment or cancel/reschedule it in advance so that the time can be given to another patient who needs it. We had a shocking 35 hours of time lost due to DNAs last month yet had patients waiting weeks for appointments.

You may find we often have our online Triage system turned off this is because this way of contacting us has been overwhelmed with medical queries that are difficult for us to incorporate into our current clinical assessment method. It is only supposed to be for non-urgent medical queries and administrative queries. We are planning to find more effective and safe ways to manage this system so we can improve its availability.

Scan the QR code to find your nearest pharmacy.



[111.nhs.uk](https://www.111.nhs.uk)

Get assessed and directed to the right place for you without leaving your sofa.

Use 111 online Help us help you

Other things happening at Cricketfield Surgery

Building Works

We are having some building work done to make improvements and better use of space. We apologise if this causes any disruption when you are attending the surgery.

Other Services

We are also still offering Minor Operations and Cryotherapy services.

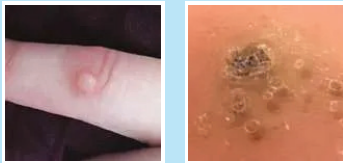


Cervical Screening Clinic

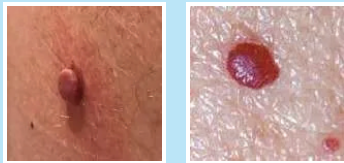
Precision Cryotherapy – new at Cricketfield Surgery



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.



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.

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

Cervical Screening Clinic

5 MINUTES THAT MATTER
CERVICAL SCREENING SAVES LIVES

Tuesday 10th January

Don't fear the Smear

If you can't make Tuesday 10th January please call and book an alternative date and time for an appointment.

Worried?

Anxious?

Not sure what to expect?

If you're not sure you're comfortable with the idea of having a smear test, why not book a slot and come and chat to us about the process. We can show you the equipment and talk through any of your worries. Then at least you know the process for when you do feel comfortable booking for your smear test.

"It's so easy to get the right medical advice for my son."



Charlie and Louise

Click the post link to download the HANDi App.

Find information and support for your mental health.



Visit the Mental Health Hub

www.nhs.uk/mental-health

