

Patient Leaflet - Information about our practice



Opening Hours :

Monday 08:00 - 20:00
Tuesday 08:00 - 18:30
Wednesday 08:00 - 18:30
Thursday 08:00 - 18:30
Friday 08:00 - 18:30



Cricketfield Surgery
Cricketfield Road
Newton Abbot
TQ12 2AS



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www.cricketfieldsurgery.co.uk

Cricketfieldsurgery

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An Overview of the Practice

Cricketfield Surgery is a well – established primary healthcare provider delivering high-quality NHS services to our local community. It is a partnership organisation that is contracted to provide these NHS Services and a variety of enhanced additional services.

The Partnership comprises of Dr E. Palmer and Joyce Pickering (Strategic Nurse Partner)

Together with our wider clinical and administrative staff, we care for around 10,400 patients, offering a range of NHS services and additional healthcare support.

We also provide non-NHS services, including medical reports and letters for employers, insurance companies, solicitors, and benefit organisations.

Please note that while we aim to meet everyone’s needs, care is prioritised based on clinical need rather than a first-come, first-served basis.

Our Mission Statement

Cricketfield Surgery aims to achieve a friendly, caring and community focused primary healthcare service that enriches the wellbeing of its patients and staff. The Practice is dedicated to continuous improvement and enabling a positive environment in which learning, innovation and aspirations can thrive.

Our Values

Caring

Kindness
Compassion
Nurturing
Positive Workplace
Patient Centred
Loyalty

Honesty

Integrity
Trust
Responsibility
Transparency

Quality

Good Customer
Service
Effective
Teamwork
Inclusivity
Fairness

Improvement

Growth
Learning
Innovation
Education
Motivation
Sustainability

The Team

At Cricketfield Surgery, our dedicated and multidisciplinary team works together to provide high-quality, patient-centred care for our community. Every member plays an important role in supporting your health and wellbeing.

GP Partners

Dr Emma Palmer – GP Partner

Joyce Pickering – Strategic Nurse Partner

GPs

Dr Kate Barnett

Dr Jennifer Gray

Dr Jules Greenway

Dr Maurice Kemple

Dr Alex McLaren

Dr Henrik Graf Von Der Pahlen

Dr Rana Ahmed – Registrar

Acute Care & Advanced Practice Team

Clare Humphrey – Advanced Nurse Practitioner

Katherine Bishop – Advanced Nurse Practitioner

Hollie Johnson – Advanced Nurse Practitioner

Josie Smeraldi – Paramedic

Nina Riggs – Acute Care Coordinator

Poppy Madge – Acute Care Coordinator

Nursing & Clinical Support Team

Joyce Pickering – Strategic Nurse Partner

Ruth Christophers – Nurse Manager

Sally Beck – Practice Nurse

Maria Coombes – Practice Nurse

Liz Spurrell – Practice Nurse

Tiree Klinkenberg – Nurse Associate

Sharon Allison – HCA Coordinator & Social

Prescriber

Marie Crowhurst – Healthcare Assistant

Rebecca McCabe – Healthcare Assistant

Liberty Cutts – General Practice Assistant

Wellbeing

Nadine – Health & Wellbeing Team
Leader

Debbie Holman – Dietitian

Practice Management

Amy Baker – Practice Manager

Administrator

Lucy O'Connell – Medical Reports &
Patient Data Coordinator (Information
Governance Lead)

Patient Services

Alison – Reception Lead

Jacky – Clinical Administration
Coordinator

Sandra, Sue, Laura, Kaye & Julie –
Patient Services Advisors

Prescribing Team

Amy Towler – Clinical Pharmacist

Marie Mayne – Senior Pharmacy
Technician

Amanda – Prescribing Assistant

Registering with the practice

We welcome new patients who live within our practice boundary area. You can check whether your address falls within our catchment on the image below or the Cricketfield Surgery website.

How to Register

The quickest and easiest way to register is online.

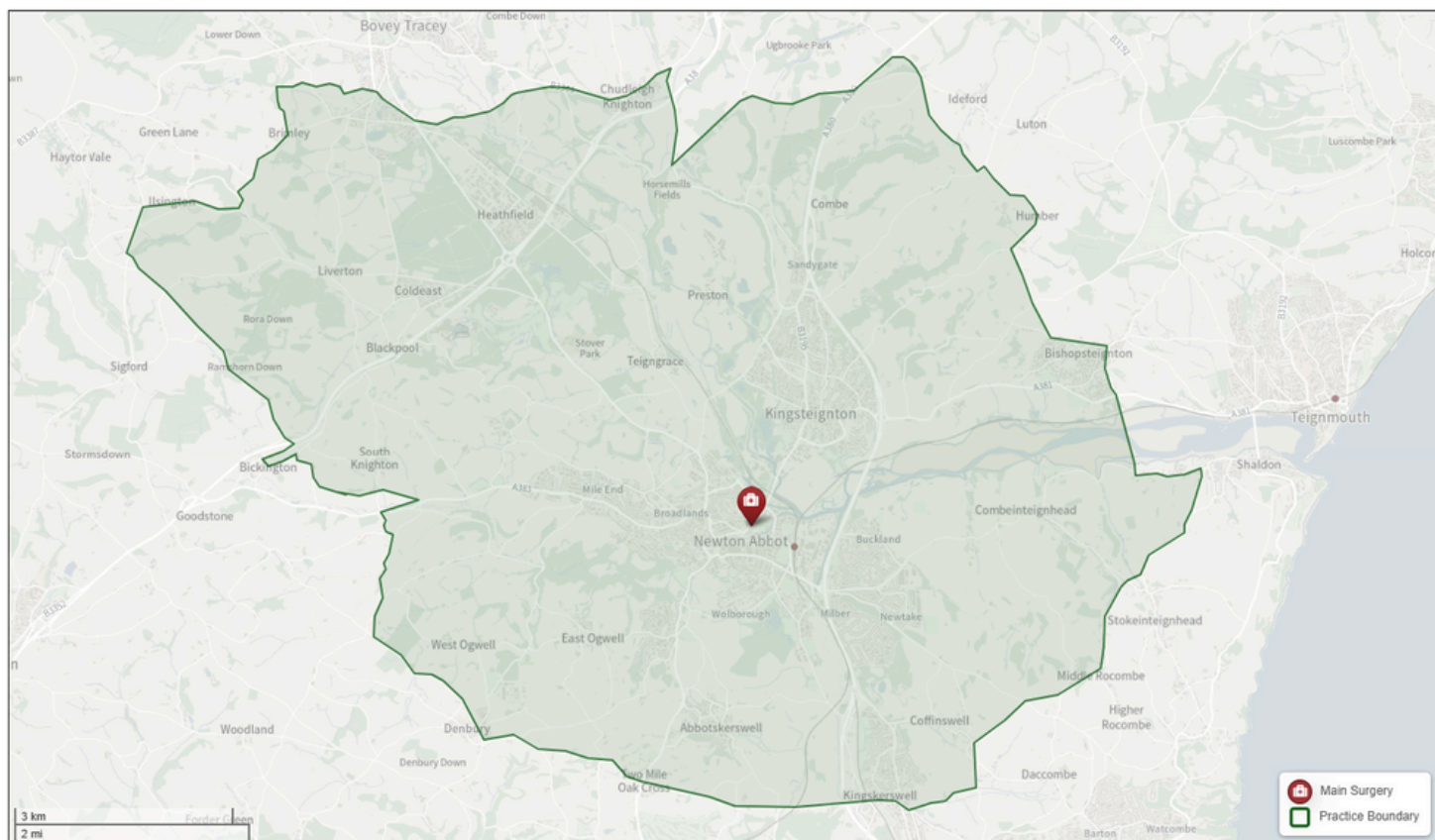
- Scan the QR Code above, visit our website or the NHS App to complete your registration digitally. The process is automated and secure – there's no need to print or visit the surgery unless requested.



Paper Registration (if preferred)

If you're unable to register online, you can still complete a registration form (GMS1) and New Patient Questionnaire at reception. Please bring photo ID and proof of address if you would like to request online access when you hand in your forms.

Our Practice Area



L83051 - CRICKETFIELD SURGERY

Practice boundary



Services We Offer

- Routine GP appointments (face to face, telephone)
- Urgent same day triage
- Home visits
- Care Home Visits
- Routine Nurse and Health Care Assistant appointments
- NHS Health checks and monitoring
- Chronic illness support
- Long term health management
- Wound Management
- Minor Surgery
- Mental Health Support and Management
- Social Prescribing
- Joint Injections
- Referral and liaison with secondary care
- Referral and liaison with external services, community groups and voluntary organisations for support

Home visits

We aim to provide the most appropriate care to those most in need of it. For the vast majority of patients, attending an appointment at the Practice or consulting over the telephone where appropriate, is the best option for them and most efficient and fair use of our clinical team.

There are many times when a home visit by a GP is not the best option. While home visits can be convenient for the patient, they actually offer a poorer standard of care compared to surgery consultations.

This is because of:

- poorer facilities – for example, soft beds, poor lighting or reduced hygiene measures compared to consulting rooms
- inefficiency and reduced equity and appointments overall – the doctor could see four to six other poorly patients in the time taken for one home visit
- patient records, which are required to provide appropriate and safe care, are not immediately or easily available in the home; and
- patient chaperones, who are required to be present for some examinations, are not always available.

Where home visits are appropriate

- Terminally ill patients: we will always seek to visit those in most clinical need
- Bedbound patients: similar to our District Nursing colleagues, we will make every effort to visit our bedbound patients in a timely manner
- Somebody is so poorly they could be harmed if moved: occasionally patients are so unwell, of any age group, that assessing them at home is safest, and in these instances it is likely hospital admission will be needed.

Appointments

From 01/09/2025 we will be moving fully to an **online system using Accurx Online Patient Triage**. While we've been operating a triage-based system for many years, this next step will help us further improve access, safety, and efficiency for everyone.



Why this change?

We are already experienced in triaging patient needs before offering appointments. Moving to an **online-first approach** allows us to:

- 🕒 Make it easier for patients to submit requests at a time that suits them.
- ⚡ Streamline how we prioritise and respond to different clinical needs.
- ☎️ Reduce phone queues and make our processes more efficient.
- 💬 Communicate with you more effectively – often without needing a face-to-face appointment.
- ✓ Meet NHS Contractual obligations to be digitally accessible in our core opening hours.



What do you need to do?

- From 1st September, please submit **all medical and administrative** requests online using the Accurx form, **available on our website** during our full **core** opening hours (8:30- 17:00).
- If you're **unable to go online**, don't worry – please call us and a member of our team will complete the online form with you over the phone.



What happens next?

Once your request is submitted, **we will be in contact within 5 working days** with the most appropriate course of action.

However, please be assured that:

- **Urgent requests will be prioritised based on clinical need.**
- In many cases, we will respond **sooner than 5 days**, especially where medical urgency is identified.

Prescriptions

Ordering Repeat Prescriptions

You can request your repeat medication online in four different ways. Choose the option that suits you best:

1. NHS App (recommended)

Best if you have a smartphone

- Download the NHS App from the App Store or Google Play.
- Sign in with your NHS login.
- Order your repeat prescriptions and track their status.

[Use the NHS App](#)

2. SystemOnline

Best if you already use online GP services

- Log in with your existing surgery username and password.
- Manage your prescriptions and appointments.

[Use SystemOnline](#)

3. AccuRx (Patient Triage)

Best for one-off requests

- Fill in a quick online form.
- Our team will process your request and send it to your pharmacy.

[Use AccuRx](#)

4. Cricketfield Surgery Website

Quick and easy online form

- No login required.
- Submit your repeat prescription request directly via our website.
- Sent securely to our team for processing.

[Order via Website](#)

Other ways to order

- You can email us with your repeat prescription request at prescription.cricketfield@nhs.net
- We also accept paper prescription requests – please post them through our letterbox

Test Results

You will only be contacted by the Surgery if your test results require further action, unless your GP, Nurse, or HCA has specifically asked you to contact us for your results.

Please allow at least five full working days for your test(s) to be processed before making contact. Some tests may take longer – you should be advised of this at the time of testing.

The easiest way to view your test results is through the [NHS App](#), where they appear as soon as they are reviewed.

You may also call the mainline after 2pm, and our Patient Services Team will assist you.

Please note that they are not clinically qualified – they can only advise whether your result is acceptable or requires action. They cannot give detailed interpretations.

Unfortunately, we are unable to contact every patient about their results. We process over 1300 tests each week, which would take more than 97 hours of clinician time to call everyone.

Therefore, if your results do not require follow-up, we will not contact you.

Please note that the practice has a strict confidentiality and data protection policy. We will only release results to the person they relate to, unless that person has provided written third-party consent or is not capable of understanding their results.

Referrals & Hospital Appointments

If your GP or clinician believes you need to see a specialist or have hospital-based investigations, they will arrange a referral for you.

Most referrals are now processed electronically through the NHS e-Referral Service (formerly Choose & Book).

You will usually receive a text message, letter, or phone call explaining how to book your appointment.

Please note that hospitals manage their own waiting lists and appointment systems – once your referral has been sent, you should contact the hospital's appointments team for updates.

Feedback

We welcome your feedback, suggestions, and compliments – they help us improve the services we provide.

We make every effort to give the best service possible to everyone who attends our Practice.

However, we are aware that things can go wrong or may be frustrating or confusing at times, resulting in a patient feeling that they have a genuine cause for a complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager who acts as our Complaints Manager and will deal with your concerns appropriately. The best way to do this is in writing by email via cricketfield.admin@nhs.net – marked for the attention of the Practice Manager.

Or you can post a letter address to the practice.

Please be aware of the timescales it takes to fully respond to a complaint:

- A verbal complaint will be determined as acceptance acknowledged at the time of complaint
- Written complaints will be acknowledged in writing within 3 standard working days of receipt.
- The Practice Standard is 3 weeks to then resolve a complaint however we aim to have all fully resolved within 6 months, unless there are exceptional circumstances.

Further written information is available regarding the complaints procedure via the link below

 [Complaints Leaflet](#)

Patient Participation group (PPG)

We also have a Patient Participation Group (PPG) – a small group of patients who work with us to improve services and share feedback.

If you're interested in joining, please email cricketfield.admin@nhs.net or visit our website for details.

Confidentiality & Data Protection

Your personal and medical information is handled in accordance with UK Data Protection Law and NHS confidentiality standards.

We only share information with other healthcare providers when necessary for your direct care, or where we have your consent.

All staff, clinical and non-clinical, are bound by strict confidentiality agreements.

You have the right to:

- Access your medical records
- Request corrections to inaccurate information
- Control how your data is shared


For more details, please see our Privacy Notice on the practice website.


Useful External Contacts

NHS Services

Urgent Treatment Centre

 **Address:** Jetty Marsh Road, Newton Abbot, Devon, TQ12 2SL

 **Open:** 8am – 8pm, 7 days a week

 **Contact:** 01626 324500

Services: Treatment for minor injuries and illnesses, like broken bones, sprains, cuts, burns and is best used when you need urgent but non-life-threatening care

Out of Hours Services

 **Open:** 24/7

 **Contact:** 111

Services: help with symptoms or injury, dental, mental health, emergency prescriptions, signposting advice.

Accident and Emergency

 **Address:** Torbay Hospital, Lowes Bridge, Torquay, Devon TQ12 2AA

 **Open:** 24/7

Services: A&E is for serious and life-threatening emergencies

Pharmacy

Pharmacy First

Local pharmacies can now treat a range of common conditions – no GP appointment needed.

- ✓ Ear infections (age 1–17 years)
- ✓ Impetigo (skin infection)
- ✓ Shingles (age 18+)
- ✓ Sinusitis (age 12+)
- ✓ Sore throat (age 5+)
- ✓ Urinary tract infections (women aged 16–64)
- ✓ Infected insect bites (age 1+)

Wellbeing & Community

Mental Health

TALKWORKS (NHS Talking Therapies)

☎ 0300 555 3344

Services: Free, confidential help for anxiety, stress, low mood, insomnia and more...

The Moorings @ Devon

☎ 07850 927064

Services: Safe, non clinical environment, emotional, social and practical support if you are in a crisis, or feel you are heading towards a crisis situation.

Samaritans - 24/7 Helpline

☎ 116 123

Services: Free, confidential helpline, emotional support to anyone who is struggling

Community Support

Community Support Service

📍 **Address:** The Courtenay Centre, Kingsteignton Rd, Newton Abbot TQ12 2QA

🕒 **Open:** 2nd Wednesday of Every Month. 10:30am - 12:30pm.

Free help and advice for anyone struggling with:

- Cost of Living Crisis
- Employment and Training
- Health and social Care
- Being an unpaid Carer
- NHS App access
- Mental Health
- Housing and benefits and more....

Online Access

Did you know? you can:

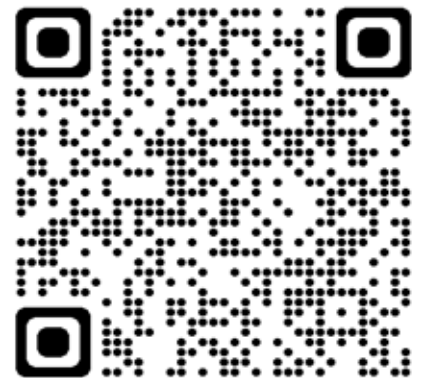
- Contact us for administrative and clinical issues
- Order Prescriptions
- View your records and results
- Track your referrals and hospital appointments

And more ... All from your phone, tablet or computer



Download the NHS App Today!

Via the App store or Google Play store or scan the QR code!



Visit our website :

<https://cricketfieldsurgery.co.uk/>



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Cricketfieldsurgery



Your Rights & Responsibilities

At Cricketfield Surgery, we follow the principles set out in the NHS Constitution, which describes what patients can expect from the NHS – and what the NHS asks of patients in return.

Your Rights

You have the right to:

- Access NHS services without discrimination.
- Receive safe, respectful, and high-quality care that meets your needs.
- Be involved in decisions about your treatment.
- Be treated with dignity, privacy, and confidentiality.
- Receive clear information about your care, medication, and test results.
- Make a complaint and receive a timely, fair response.

Your Responsibilities

You can help us provide the best care by:

- Treating all staff and patients with courtesy and respect.
- Attending appointments on time or cancelling if you can't attend.
- Providing accurate, up-to-date information about your health.
- Following agreed treatment plans and seeking help if problems arise.
- Participating in public health programmes (like vaccinations).
- Giving feedback to help us improve our services.

For the full NHS Constitution, visit:

 www.nhs.uk/NHSConstitution

For more details individual to the practice please read our practice charter:

 [Practice Charter](#)

Accessibility

We are committed to making our services as accessible and inclusive as possible for all patients.

Our building has step-free access at the entrance, automatic doors, and a disabled-accessible toilet. We also have designated disabled parking spaces close to the surgery entrance for ease of access.

If you need additional support to access our services or communicate with our team, please let us know. We can provide:

- Large print letters and information
- Easy-read formats
- Text message or email appointment reminders
- British Sign Language (BSL) interpreters (with advance notice)
- A hearing loop system (if applicable)
- The option to bring a carer, advocate, or support person to your appointment
- Private rooms for confidential conversations (on request)

If you have a particular need, please speak to a member of our reception team and we'll do our best to help.