

## Home Visits

These are carried out if a patient is too unwell to attend the surgery. Please telephone before 10.30 am. A doctor may telephone you before visiting.

## Telephone Availability – Doctors and Nurses

If you wish to speak to a doctor or nurse, please telephone the practice, stating who you wish to speak to, give a brief outline of the problem/reason and a contact telephone number. A message will be put in the daily diary and brought to the doctor's attention. **If it is urgent please tell the receptionist when you call.**

For patients needing wheelchair access, please use the rear doors. A wheelchair is available from Reception, and all clinical rooms and the patient toilet are on the ground floor.

## Emergencies – Out of Hours

Out of Hours Service (Evening + Weekends; provided by Wiltshire Medical Services)

6.30pm – 8.00 am	FREE NUMBER	111
For telephone advice: (Previously NHS Direct)		111

For ALL life threatening emergencies DIAL 999 immediately, or 112 (which enables the Emergency Services to recognise the location of the caller).

## Attached Staff

Physiotherapist	Jan Redhead
Counsellor	Amy Pearce
Carers' Lead	Keri O'Connell

## Private Therapists

Acupuncture	Stephen Brooke and Emma Cole
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## Practice Staff

Practice Administrator	Sally Smart
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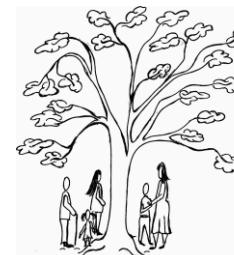
Admin Team	Donna Cauwood, Sandra Forster, Debbie Franklin, Sharon Kenchington, Sophie Marshall, Lorraine Matthews, Siobhan O'Connell, Lorraine Reynolds,
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## Opening Hours :

Reception open	: 8.00 am – 12.30pm	1.30 pm – 6.30 pm
Telephone lines are open:	8.00 am – 12.30 pm	1.30 pm – 6.30 pm

Please note the surgery is closed for lunch 12.30 – 1.30 pm daily.  
For emergencies (during the lunch hour): 01380 813318.

# COURTYARD SURGERY



39 High Street, West Lavington  
Devizes SN10 4JB

JANUARY 2019

Dr Helen Osborn  
DRCOG DFFP FRCGP

Dr Hussein Alibhai  
MD MRCGP

Dr Kate Craufurd  
MBBS MRCGP

Tel : 01380 813300  
Fax : 01380 818669

Website: [www.courtyardsurgery.co.uk](http://www.courtyardsurgery.co.uk)

Email : [reception.courtyard@nhs.net](mailto:reception.courtyard@nhs.net)

Wiltshire CCG  
Southgate House  
Pans Lane  
Devizes SN10 5EQ  
01380 728899

## About the Practice

We are a small caring training practice whose aim is to provide high standards of care in a friendly setting. The practice area covers West Lavington, and an approximate six mile radius. The Practice has been approved for training of other healthcare professionals. Medical students and qualified doctors in training may work in the practice from time to time. New patients will be registered with Dr Osborn, but may see other doctors; they will also be asked to attend a New Patient Healthcheck.

## Clinical Staff

**Dr Helen Osborn** is our senior partner. She is interested in all aspects of family health, including child health, family planning, the elderly and palliative medicine. **Dr Hussein Alibhai** trained with us, and is now with us for 2 days a week. **Dr Kate Craufurd** also trained with us and will be here on 3 days a week.

Our Nurses are **Amanda Stonham** (RGN; NMP) who specialises in asthma, diabetic and medication reviews, stopping smoking, travel injections, family planning; **Patricia Carpenter** (RGN; SCM) who does child immunisations. Both deal with wound care, cervical smears, health checks.

**Sharon Bailey**, (HCA NVQ3) our Health Care Assistant takes blood samples, ECG's, administers certain injections and runs INR clinics. **Lisa-Marie Drewitt** is our second HCA who comes for 4 sessions per week and takes bloods, runs INR clinics, wound care, and she is our Stop Smoking Advisor.

## Prescriptions

**WE REQUEST 5 DAYS NOTICE for routine prescription renewal please** (this includes time for your pharmacy to order if necessary and dispense as required). Urgent requests need to be in by 11.00am to be actioned that day.

We will issue electronic prescriptions to nominated pharmacies, which take 24 hours to reach the dispensary. Patients who provide a stamped addressed envelope may have their prescription posted back to them (please leave enough time for post to get here and back) or we can hold at the surgery for collection after 3pm on the date of issue. Written notes, or "right-hand sides" may be dropped off in the letter box outside, or the white box in Reception.

**WE CANNOT TAKE PRESCRIPTION REQUESTS BY TELEPHONE**, but you may email your request to [reception.courtyard@nhs.net](mailto:reception.courtyard@nhs.net) **NB we cannot acknowledge emails** or you can apply for Online Services (ID required) to request prescriptions or make certain appointments.

## New Baby Checks

The doctors do a check of mother and baby 6 weeks after birth. The child's immunisation programme then starts at 8 weeks.

The Health Visitor also offers a wider review at this age, either in her clinic or at home. She will also offer a 9 – 11 month review for parents, for the promotion of health and development of the child, Her office number is 01380 732565

## CHEMISTS (most local)

**Day Lewis** (Mkt Lavington) Tel: 01380 813395  
Mon & Thurs deliveries  
(Mon – Fri 9-1, 2-6; Sat 9-12)

**Morrison's**, Devizes Tel: 01380 720615  
(Mon – Thurs, & Sat 9am- 7pm, Fri – 8pm)

**Rowlands** Tel: 01380 723804  
(Mon – Sat 9 – 5.30)

**Boots** Devizes Tel: 01380 722022  
SN10 1AJ  
(Mon – Sat 8.30 – 5.3, Sun 10.00 – 4.00)

## LINK NUMBERS

The LINK transport service is run by volunteers, to offer lifts to patients who need to get to doctor, dentist, clinic appointments. It is free of charge, although they appreciate contributions to petrol costs where possible. They require a minimum of 48 hours generally to arrange and confirm that they can help.

Devizes & District (inc Potterne)	01380 721775
West Lav, Litt Pan, Litt Chev	01380 816826
Great Cheverell	01380 721775
Coulston, Bratton, Erlestoke, Edington	07852 256939
Easterton, Mkt Lav, and Urchfont	01380 812755

### **Using the website for online services**

It is possible to request repeat medications and book certain appointments via our website. For this you will need a username and password which you can apply for at Reception; ID will be required for verification. You may also request access to a summary of your record, including medications, allergies and detailed coded entries. Please ask Reception for an application form.

### **Stop Smoking advice**

Our HCA Lisa-Marie is now trained for this service, and Nurse Amanda can offer advice of various sorts. Please contact Reception to arrange a suitable appointment.

### **Minor Surgery**

Patients on the Waiting List for minor surgery procedures will be sent an appointment in writing; Dr Osborn now arranges clinics here at the surgery every two to three months.

### **Travel Advice**

Nurse Amanda will assess your vaccination history and current requirements if you can fill in a travel form (available on website or from Reception) with at least 4 weeks' notice.

### **Suggestions & Complaints**

We are open to suggestions for improvements to the service. There is a formal complaints procedure which is available on request. Please address any complaints initially to the Practice Administrator.

### **FOCS/PPG**

Friends Of Courtyard Surgery raise funds throughout the year for us to buy equipment which benefits patients. If you are interested in joining the Friends, please contact Sally Smart on 01380 813300.

### **NHS Friends and Family Test**

NHS England has asked all surgeries to carry out a "Friends and Family" test – i.e. would you recommend your surgery to your nearest and dearest. We have forms in Reception, and would be grateful if you could take the time to put one tick in a box for us. There is also a website, [www.nhs.uk](http://www.nhs.uk) where you can give us ratings, which we hope will be favourable!

### **Weekly Surgery Schedule**

- All surgeries are now appointments only, and are usually 8.30am – 11.30 and 3.00 – 6.00pm, depending on the GP.
- **Late Surgery** for routine appointments only, (booked in advance) is available on Fridays from 6.30 – 7.15pm
- Routine appointments can be made up to two weeks in advance e.g. blood tests, review of test results, medication reviews.
- IF YOU HAVE MORE THAN ONE PROBLEM TO DISCUSS please tell the Receptionist at the time of booking so they can book you a double appointment (each appointment generally being 10 minutes long).
- URGENT appointments are available daily. Patients are asked to telephone after 8am for an AM appointment and after 1.30 pm for PM appointments.

### **Practice Nurse – Amanda Stonham**

Thursday		Friday
9.30 - 12.00		2.00 – 4.30
2.00 – 6.00		

### **Practice Nurse – Patricia Carpenter (Appointments Only)**

2 x Wednesday per month, Baby  
Immunisations: 9.15 – 11.30am

### **Blood Tests – (Appointments Only)**

Every morning 8.15am – 9.25am

### **Chronic Disease Reviews**

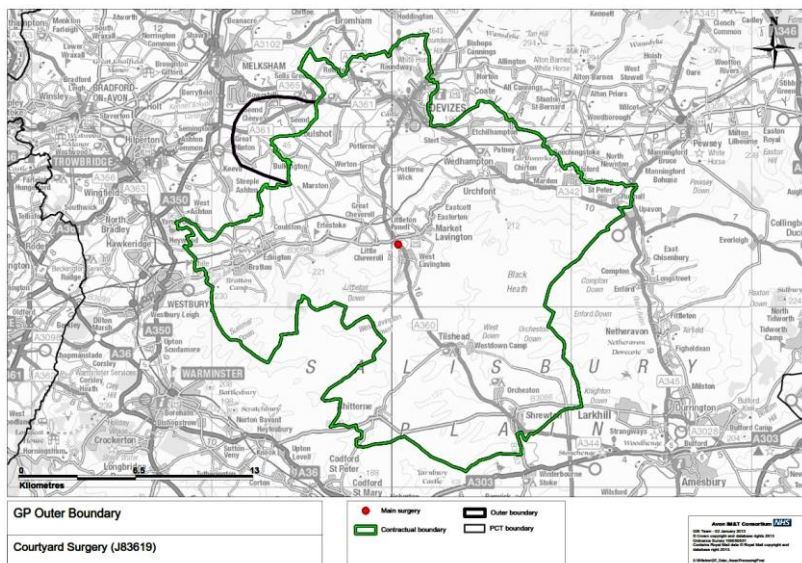
#### **Diabetes/Asthma/COPD/Heart Disease (Appointment only)**

Appointments can be made in any of the daily surgeries listed above with Nurse Amanda or a doctor. We ask that you tell the staff the reason for your appointment as they may need to allow extra time for your review, i.e a double appointment.

## Your rights and responsibilities - Help us to help you!

### Patient's Responsibilities :

1. Patients will be registered with Dr Osborn as a matter of course, but may see other doctors as appropriate.
2. We ask that you treat the doctors and all the Practice staff with the same courtesy and respect.
3. Please do everything you can to keep appointments, and let us know, as soon as possible, if you cannot attend. Please be punctual for your appointment.
4. Please remember to check your cupboards before ordering repeat prescriptions. Reasons for early requests for repeat prescriptions must be given, e.g. holiday, loss of tablets.
5. **If you need someone else to get information on your behalf, please provide us with a signed and dated note, specifying to whom you give this permission, and whether it is a permanent arrangement.**
6. The less time the doctor spends travelling, the more time is available for patients. Please do not ask for a home visit unless it is strictly necessary.
7. Please do not call out of hours, except in real emergencies.
8. Please go to our website [www.courtyardsurgery.co.uk](http://www.courtyardsurgery.co.uk) as this will give you information about the Practice. and emergency telephone numbers.



### GP's Responsibilities :

1. You will be treated as an individual, and will be shown courtesy and respect at all times. You have the right to be treated with confidentiality. The only people who have access to your notes are the staff employed by the GP.
2. A doctor is available to see patients every morning and afternoon. Please see elsewhere in the leaflet for details of surgery schedules.
3. We run an appointments system and appointments for routine problems can be booked up to 2 weeks in advance. A number of Urgent appointments are available every day.
4. We will explain the likely effects of any drugs and review your long term medications at agreed times. Details of the repeat prescription system are available in the leaflet. For safety reasons we cannot take requests for prescriptions over the phone.
5. We will visit you at home if you are too ill to be brought to the surgery, and have not registered as "Out of Area".
6. Outside of normal surgery hours you will have access to a doctor through a dedicated emergency service, the number for which is on our leaflet.
7. We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients, or if they become violent or abusive.
8. We will inform you about how you can make suggestions about the services we offer.
9. There is a formal procedure for dealing with complaints about services. Contact the Practice Administrator for details.
10. The Practice holds confidential information about your personal details and medical history. The Practice complies with the terms of the Data Protection Act. All information is confidential and will only be shared with other healthcare professionals and NHS administrators as necessary for the provision and administration of your NHS health care.