

COURTYARD SURGERY



SPRING NEWS – 2018

STAFF UPDATE AND CHANGES

Dr Helen Osborn is our Senior Partner, and is the Nominated GP for all our patients. She has clinics throughout the week, including the Late Surgery on Fridays.

Dr Linda Parr is with us on Mondays

Dr Hussein Alibhai is with us on Thursdays and Fridays.

Dr Kate Crauford is with us on Tuesday, Wednesday and Thursday

Nurses Amanda Stonham Patricia Carpenter & Ruth Ingman and **HCA's Sharon Bailey & Lisa Drewitt** continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections, plus Amanda is a prescribing nurse so she does medication reviews, asthma reviews, diabetic reviews, and much else besides.

New Team Members in Reception are Sandra Forster, Sharon Kenchington and Denise Searle – Donna Cauwood and Sophie Marshal complete the current team.

If you would like a copy of our latest Practice Leaflet, with details of all our staff and services, please ask at Reception.

5 Days' Notice!

It is getting increasingly difficult to process all prescription requests on the day they come in, and we do expect 5 days' notice for routine medications (those you take regularly). They generally come in strips, so please keep an eye on these and make contact with us when you can see that you have 5-7 tablets left.

Also, we cannot routinely respond to every email request we receive, so if you have the facility to ask for a Read Receipt, we recommend you use it. *(OR ARE WE GOING TO SET A RECEIVED RECEIPT FOR EVERY EMAIL??)*

If you email in, please include the names of the medications required, and your date of birth for clarification.

If you would like to order medications via Online Services (i.e. via the website) please talk to the Admin Team about applying for this; you can also book GP appointments via this system.

ALSO – we strongly recommend you check your medications package before leaving the chemist, so you can see straight away if something is missing or owed.

Medication Reviews

Although some blood tests come back quickly, we have been finding some special ones take longer, so we are now requesting a week between a routine blood test and a medication review. Therefore it is a good idea to contact us when you pick up your last prescription if you are on a "squirrel". PLEASE NOTE, the date on your right-hand side is the date you will be completely out of medications (it is a computer-generated date which we have no control over) so don't use this as your review date. If in doubt, just give Reception a call.

Blood tests for non RUH Hospitals

If you are asked by Great Western or Salisbury Hospital consultants to have a blood test done here, and get a blood form, please can we have this **WHEN YOU BOOK YOUR APPOINTMENT**, or at least 3 days before your test. For safety reasons, our GPs need to check the details and get them onto your computer record for Sharon/Lisa. If you simply bring it with you, we will be unable to take your blood and you will have to arrange a further appointment.

MINOR INJURY UNITS

There have been some changes to the opening hours at Chippenham and Trowbridge; both are now open from 7am – 11pm, although xray facilities are only provided from 9am – 4pm. We have leaflets available giving more detail about what the Units are able to treat.

www.healthiertogetherwessex.nhs.uk

This is a useful new website dealing with children's health – they are also on Facebook (HealthierTogetherWessex) and Twitter @HealthierWessex.

OR

The HANDi App aims to provide advice and support to parents and carers when your child is unwell. It offers simple and straightforward advice on what to do and who to contact, including illness-specific home assessment guidelines for six common childhood illnesses: Diarrhoea and vomiting, High temperature, 'Chesty baby' (bronchiolitis), Chesty child' (wheeze and asthma), Abdominal pain. Common newborn problems

Each of the six illnesses has a home care plan to help you provide the best support for your child, and give you confidence in caring for them when they are unwell.

You can download the HANDi App for Android phones at Google Play. If you have an iPhone or iPad you can download it from the iPhone app store or iTunes,

DEMENTIA FRIENDS / CARERS' CLINICS

This year we have been awarded the Gold Plus Award! Thanks to our Carers' Lead Keri O'Connell, and Sharon Bailey for their hard work in contacting carers, and arranging Clinics and Coffee Mornings. More to come in the New Year, so please let us know if you are a Carer, so we can offer you the appropriate support.

GP Average Pay.

All GP practices are required to declare the mean earnings (eg average pay) for GPs working to deliver NHS services to patients at each practice.

The average pay for GPs who worked for six months or more in Courtyard Surgery in the last financial year was £65950 before Tax, National Insurance and employee pension contributions.

This is for 1 fulltime GP, 1 part time GP and 1 locum GP.