

COURTYARD SURGERY



January 2022

The Clinical Team

[Dr Helen Osborn](#) is the Nominated GP for all our patients. She has clinics throughout the week.

[Dr Kate Craufurd](#), is gradually returning to work after a period of illness.

[Dr Hussein Alibhai](#) is with us on Thursdays and Fridays, and also works from home.

[Dr Stephen Comber](#) is an experienced GP Dr Comber who works Monday to Wednesday.

[Dr Gareth Bryant](#) is back at work after 10 months away working on the COVID vaccination programme.

[Dr Tshiring Tamang](#) is our new GP Registrar and will be with us for 6 months.

[Visiting Locums](#) – we have regular locums, Dr Elizabeth Shaw, Dr Gareth Bryant and Dr Peter Phillips

[Nurse Amanda Stonham](#) is a prescribing nurse and carries out medication reviews, asthma reviews, diabetic reviews, and much else besides.

[Nurse Jo Addison](#) is an experienced Hospital and GP Nurse who specialises in Baby Immunisations and diabetic care.

[HCAs Sharon Bailey and Lisa Drewitt](#) continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections, Lisa is also visiting the Leg Club in Devizes to help those with leg ulcers, and she is our Stop Smoking Advisor.

[Camilla Cornish](#) is a physiotherapist based in Shrewton, who we can refer you to.

[The Non-clinical Team](#)

These are the people who support our patients, and provide the clinicians the support they need to provide high quality care.

[Colin Osborn](#) Data and Finance Manager, providing support and help where needed.

[The Patient Support Team](#)

Dawn, Hannah, Orla, Sharon and Tina are the core of our Patient Team. They are your first point of contact, and take messages for the clinicians, prepare prescriptions for signing and the detail of referrals, amongst the other tasks that help you get the best care.

[Sally Beeko](#)

Sally is a Pharmacist working from home, two days a week. Sally can approve medication requests, can ask the GPs to approve repeat prescriptions, or change prescriptions. Sally may call you at home to do medication checks, before renewing prescriptions.

[Christina Smith](#)

Christina has two roles. One is as Elderly Care facilitator working with ourselves and The Orchard partnership, and also working with slightly younger people who may need help navigating their way through the different options for support.

[Wiltshire Centre for Independent Living's Hannah Webster Age Concern's Liz Woolvern](#)

Hannah and Liz work together, and with Christina, across various practices providing support for Elderly or infirm people and their carers. You can be referred to them by the Patient Liaison Team.

[Mary Connor](#)

Mary is our Covid 19 vaccination expert. She was a senior NHS manager prior to retiring and has been helping us to plan how we will work in a post-covid world.

From the website you can order medications, contact us with questions and much else. Via DoctorLink you can enter your symptoms and get advice about who you should contact to get the correct care. The surgery gets sent details of these questions and answers. Last month I said that in the next few weeks we will change from DoctorLink to a different system for online consultations but the only difference you might notice is the logo on the website. This has been delayed as the service offered by different companies are changing and the team at BaNeS, Swindon & Wiltshire CCG, want the best for all our patients.

Phone apps These allow you to access your medical record, order prescriptions and get medical advice via your mobile phone. There are two main ones used in Wiltshire. Airmid which has been developed by the company that provides the clinical software used in all the surgeries in Wiltshire, and the local care homes, and the NHS App. Both can be downloaded from Applestore and Playstore, and you will need to be able to prove your identity including you NHS number. If you need more information to set up the app, drop us an e-mail and we will send you what you need. To fully use these apps, we made need to make small changes at this end. Let us know if you need increased access and we will arrange it.

COVID

Covid cases per 100.000			
	January 1st	last 7 days	Whole Pandemic
England	221	1385	19933
Wiltshire	150	1230	20642
London	240	1720	16210
Courtyard	106	1378	13392

The Friends of Courtyard Surgery



Thank you to everyone who donated a prize or bought a ticket. Over £200 was raised to fund the purchase of medical equipment.

Vaccine Data Resolution Service (VDRS)

The Vaccine Data Resolution Service (VDRS) aims to resolve missing or incorrect vaccination records for people vaccinated in **England** who have a current NHS number and are registered with a GP practice in England.

If your vaccine information is incorrect call 119 and ask the agent who answers the phone to refer you to the VDRS team. The VDRS team should call you back within 5 days.

Please note: 119 and VDRS call agents will not provide clinical advice and cannot assist at this time with queries related to vaccinations received overseas. If the query relates to personal information that is incorrect on the patient record (e.g. name, address), these will still need to be resolved by their GP practice.

A new service has been made available to GP practices, we can complete a form to send off to the resolution service, showing when and where you were vaccinated. Again we can only do this for vaccinations done in England.

If your vaccinations were given abroad go to the following address for advice. For this, Scotland, Wales and Northern Ireland count as “abroad”

<https://www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/>

Prescription Requests And Changes From Us And From The Chemists

Please contact us by e-mail or drop a written request in through the letter box, to avoid errors with phone requests. The Chemists based in Devizes do not always send an e-mailed request to us when you get to the end of a repeat prescription.

For **routine medications**, i.e. those you have every month, **please allow us 5 days to process your request** for prescription renewal. On some days we may only have time to prioritise the Urgent requests, which should only be for unexpected needs, not regular medications, The chemists often need to order medications in, so as these are requests that can be planned ahead, we would politely ask you to help us and your chemist by giving us this time. Online chemists may take even longer to get your medications to you.

We **Do Not** routinely acknowledge email requests for prescriptions so we suggest you leave it 2-3 days and check with your chemist to see if it is ready to collect.

Some items that used to be available on repeat prescriptions can now only be supplied one month at a time, and other items that used to be prescribed but can be bought cheaply and easily in supermarkets or at chemists cannot be prescribed. If you are on a new medication this will be supplied monthly, until the doctors are sure that you are tolerating it well and it is having the desired effect. Once they are sure of this it may be put on a repeat prescription.

There have been drug shortages over the last few months and these are continuing as efforts have been switched to COVID vaccine manufacture. You may find that your prescription will have changed or the pharmacist may have to make a substitution.

If you are due a blood test or similar checks relating to your medication, our computers may block a repeat prescription and convert into just one month.

Flu Vaccinations

We have a small stock of vaccines left. If you want a vaccination please call to make an appointment.

People across Bath, North East Somerset, Swindon and Wiltshire can access free NHS treatment for [urgent eye care](#) from their local optician.

The brand new service means that high-street opticians can offer free treatment advice and management for urgent eye conditions such as a red or painful eye or a sudden change in vision. If necessary they can refer you to a hospital specialist for further tests

Anyone, whatever age and whether registered with an optician or not, can access treatment for any new or worsening urgent eye conditions.

A full list of those opticians who are offering this new service is available on the Primary Eyecare website, <https://primaryeyecare.co.uk/>, under 'Find a practice'. Please enter your postcode for the most accurate response.

Thank you to everyone who brought in a box of chocolates or biscuits for the staff at Courtyard Surgery.

Everyone took a box home for Christmas and the rest will be munched through over the coming weeks.



Living well with diabetes

This course is for anyone with a diagnosis of Type 1 or Type 2 Diabetes who is looking to learn tools and techniques to manage their emotional wellbeing.

It covers:

- Exploring the challenges of living with diabetes
- Managing our expectations of ourselves and others
- Managing difficult thoughts
- Techniques to manage our worries
- How anxiety/ low mood can impact us after a diagnosis of diabetes.
- Setting goals and managing daily activities
- Helpful ways to reduce stress
- Useful techniques for effective communication

This is a taught course, run in a group format, so although there will be some group discussion it is up to you how much or how little you choose to take part.

This course is suitable for: Anyone who has had a diagnosis of a Type 1 or Type 2 Diabetes

Important information:

Please note that this course is only available for people who are registered with a GP in Wiltshire (excluding Swindon area). If you have any queries about this, please contact the Wiltshire IAPT main office on [01380 731335](tel:01380731335).

Courses can be booked over the phone. All our courses are released for booking 4 weeks before the start date. Our admin team are available weekdays, 9am-5pm and will be happy to assist you in booking on to your chosen course and answer any questions you may have.

<https://iapt-wilts.awp.nhs.uk/courses/living-well-with-diabetes/>