

COURTYARD SURGERY



May 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 now on Maternity Leave.

Dr Hussein Alibhai is with us on Thursdays and Fridays, alongside working from home.

Dr Stephen Comber is an experienced GP. Dr Comber is with us on Mondays to Wednesdays.

Dr Mike Murray and Dr Suvechha Gurung, two GP registrars continue to be with us until August.

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.

HCA's 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 wherever needed.

The Patient Liaison & Support Team

Dawn, Hannah, Orla, Sarah, Sharon and Vikki 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, approximately 10 hours per week. Sally can approve medication requests, can ask the GPs to approve repeat prescriptions, or change prescriptions. Sally may call you at home (this could be at weekends) to do medication checks, before renewing prescriptions.

Christina Smith

Christina has two roles. One is as Elderly Care facilitator working with us here at Courtyard and The Orchard partnership, alongside 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 & Lorraine Harris

Mary was a senior NHS manager prior to retiring and has been helping us to plan how we will work in a post-covid world. She has also been leading the organisation of our COVID vaccination arrangements. She is also providing some general business support to the practice.

Lorraine is assisting Mary with general business support to the practice, including contracts, audit and quality assurance.

CCTV

Cameras have been fitted. These will cover the outside of the building, including the front garden, the long corridor and the area in front of reception. This last camera will record sound. Recordings will be stored within the surgery building and deleted automatically after 10days, but clips can be stored for longer and saved to patient records.

Unless there is an incident, the recordings will not be viewed.

We have spoken to neighbours whose homes or access will be within the range of the cameras and they have no objection. They will be aimed to avoid the pavement in front of the surgery and garden.

www.courtyardsurgery.co.uk

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. At the end of last year, 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. We will be going with Airmid, which has been developed by the company that provides the Surgery. You will be able to get online advice even if you do not use the Airmid App/

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.

Online Access to Medical Records

In 2019 the government announced that from 1/4/2020 patients would have access to any medical records recorded after that date. We started preparing for this, but no follow up announcement was made and there was no publicity. 40% of our patients now have online access to request medications or see parts of their record. 7.6% can see everything that we have added to their record since April 2020.

The government has announced that there will be full access from sometime in April 2022 and we are working with NHS Digital as a trial practice for switching on this access.

Once switched on those of you with the Airmid or NHS Apps will see their medical records from the switch on date or April 2020 if it has already been set up. Otherwise, you will be able to register and see information via our website or register with one of the apps. We will need a piece of Photo ID, and an official letter with your address on it.

You will not be able to see everything. Information entered in your record by Hospitals or Community Nurse teams will not be visible, but some letters from them will. You will be able to see notes taken in appointments but not all the notes the patient Liaison team takes when you phone up. You will be able to see your past prescriptions and if your latest has been sent to the pharmacy. You will be able to see the result of tests, alerts and recalls.

If you disagree with something that has been written or want to add information to your record because something has been missed, you will be able to do so.

There are certain exclusions from the offer of online access.

Vulnerable patients may be at risk of allowing online access to their medical records/ information to a third party through coercion.

If clinicians consider that it is in the patients' best interest to restrict online access to information, they have the right to refuse access/ restricted access settings.

Potential patient groups vulnerable to coercion include:

- Victims of Domestic Violence and Abuse (DVA)
- Patients with learning disabilities/ reduced mental capacity
- Children

Individual/s acting on behalf of a patient may request access to a patient's online account:

Parents or Guardians, Carers, People with Power of Attorney, Friends or family with the patient's consent, Care or Nursing Homes with the patient's or NOK's consent.

NHSE and RCGP recommend any proxy access is routinely removed for children between the ages of 11 and 16 years, in most cases here it will be 13th birthday.

Children from the age of 11 can have access but will be interviewed by a doctor first.

Delegated authority may state that Foster Careers can have electronic access to their foster children's records – this would need to be confirmed with the Looked After Child's allocated Social Worker.

Covid Test Scams

There seems to be a number of new scams around following the change re Covid testing at the start of April. If you are approached by patients for advice, below are some lines you can use in messaging:

Contact tracing ended from 24 February 2022 and the Government is no longer issuing SMS or emails to close contacts. People will never receive a text from NHS Test and Trace or another government department advising them that they need to pay for a test. All groups that are eligible for testing will be provided with free tests.

Anyone who is contacted should immediately report it. If a patient or member of staff are suspicious about an email received, forward it as an attachment to report@phishing.gov.uk. Suspicious text messages should be forwarded to the number 7726, which is free of charge.

COVID

We will continue to insist on masks being worn within the surgery for the foreseeable future, to protect both staff and patients. We will also be checking temperatures as people arrive.

All staff have Lateral flow tests on Mondays, Wednesdays and Fridays.

Despite what you may have seen on some online news sources, you do not need the NHSApp, or online access to show your COVID Pass on a mobile phone.

Go to. <https://covid-status.service.nhs.uk/>

Practice based COVID Boosters

The surgery is now offering appointments for COVID boosters to the over 75's and those that are clinically vulnerable. The surgery cannot vaccinate the under 18's. Eligible patients will receive letters through the NHS.

Patients have the option to book to the local vaccination centres or can come along to the surgery. The surgery will be contacting eligible patients over the next few weeks.

We have had three vaccinations in April and have planned others for May. Sarah will be phoning people as they become eligible.

The Friends of Courtyard Surgery

This social and fundraising group has raised much needed funds to buy equipment to help us provide additional services to our patients. The machines that are lent out for home blood pressure readings are funded by the Friends. They have also raised enough money to replace the surgery defibrillator. This is rarely used but lifesaving equipment, many will remember Dr Craufurd loading it and other equipment into her car to successfully treat someone who had collapsed near DAPS. FOCS are also funding equipment that will allow Drs and Nurses to do home ECG recordings.

In the last few weeks, the Friends have bought the Defib, and ECG and extra Blood Pressure machines have been ordered for our patients to borrow.

If you would like to join this sociable fundraising group, please give your details in at reception and we will pass them on, in confidence.

Text Messages – An apology

In case of an emergency any of the seven Sarum West Practices, can provide care for our patients. We can link our phone and computer systems if need be. On Thursday April 28th Tisbury Surgery switched back on its appointment reminder system. Unfortunately, the computer it was linked to was set up with access to all the appointments across all 7 practices and messages were sent out saying that our patients had appointments at Tisbury Surgery.

Thank you to everyone who phoned us to find out what was happening. We were the first surgery to tell Tisbury that they had a problem.

Non-COVID vaccinations

Our vaccines are delivered on Mondays. Because of the Bank Holidays there will be weeks when there will be no deliveries. This means that if we have to order in a particular vaccine for someone there may be delays.

Appointments and Booking Appointments

As we come out of the COVID emergency we are changing how we work and manage our appointments. The changes are based on a mixture of government instruction and feedback from our patients.

Over the coming weeks we will be making three hours of appointments available outside of normal working hours. From October, there will be small number of weekend appointments available as well.

We are also changing how we handle requests for a call back.

Currently all calls go onto one list and the various doctors decide who to call, based on the perceived urgency, and if they have previous contact with the patient. If you ask, the Patient Liaison Team can add a note at the beginning saying Dr X please. After the changes, the team will be able to book calls to a particular doctor and give a better idea of when the call back will be made.

Currently people with online access can book on the general telephone triage list, but when the changes have been made, they will be able to book a call with a particular doctor.

There will also be more appointments available during normal working hours to see a doctor in the surgery, but for the moment these will still only be bookable by the doctors.

Specific time is also being set aside for the doctors to read incoming letters and process prescriptions, rather than this being left to the end of the day. This will mean that we can react more quickly to urgent matters

Courtyard Surgery Birdwatch

The collared doves are back, have made a nest and hatched their first eggs.

The first Blackbirds have fledged.

Robins have been seen flying in and out of the shrubs and wall ivy, but we do not know if they are nesting yet.

Cervical Screening Primary Care Network Pack

NHS England and NHS Improvement (NHSEI) South West has produced a primary care resource pack which provides healthcare professionals practical information to identify actions that will result in improved Cervical screening coverage, particularly amongst those in underserved communities.

Call for reporting

Healthcare professionals and patients are asked to report any suspected adverse reactions associated with the use of COVID-19 vaccines to the Coronavirus Yellow Card reporting site at <https://coronavirus-yellowcard.mhra.gov.uk/> or Yellow Card App.

COVID-19 vaccination during the perinatal period and for women of child-bearing age guide

Data continues to show variations in COVID-19 vaccination uptake among women of child-bearing age and during the perinatal period. Uptake is lowest among women in Black African, and Black African Caribbean, Bangladeshi and Pakistani communities, and those living in the country's most deprived areas.

Advanced notification of vaccination cohort invites 5-11-year-old Invites

Invites for 9-11year olds landed last week. Invites for 7- 8-year-olds land on people's door mats this week. Looking ahead, invites for 5-6-year-olds will also land next week. Sites are asked to increase capacity to ensure equitable access outside of school hours and accommodate the increase in local demand for all children-aged cohorts and promote available capacity in family clinics.

Spring Boosters: Invites will continue for those eligible for spring boosters this week, including reminders for those eligible and over the age of 16 years.

NHS

Don't forget to have your

Human papillomavirus
HPV

vaccination

Protecting you from HPV cancers



arm
against
cancer

Department of Health
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