

COURTYARD SURGERY



Patient Newsletter November 2023

The Clinical Team

Dr Helen Osborn is the Nominated GP for all our patients. She has clinics throughout the week.

Dr Kate Craufurd, has come back to work on Wednesdays & Fridays. Some of these sessions are done from home.

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

Dr Elizabeth Parry (Wednesdays) and **Dr Elizabeth Hall** (Mondays) will be joining us soon, for just a few sessions each week.

Dr Kemi Oluwakemi and Dr Kamal Sandhu have joined the practice as GP registrars

Visiting Locums – we have regular locums, Dr Peter Phillips and Dr Anne Lashford.

Nurse Jo Addison (Monday to Thursday) is our senior nurse currently undertaking as MSc in Advance Clinical Practice. At the end of her course Nurse Jo will be qualified as an Advance Nurse Practitioner providing triage, prescribing and same day appointments, while continuing to administer all baby immunisation. She is also an independent Nurse Prescriber.

Erica Compton is a new nurse who joined us last month,

Lisa Drewitt recently completed her training and is now an Assistant Practitioner. Lisa also deals with blood tests, dressings, INR tests for those on warfarin, and various other injections. Alongside supporting the visiting the Leg Club in Devizes to help those with leg ulcers, and she is our Stop Smoking Advisor.

Sharon Bailey is an experienced healthcare assistant who deals with blood tests, dressings, INR tests for those on warfarin, healthchecks and various other injections.

Yvonne Dumas is our first contact Physiotherapist, who visits us on Mondays.

Hannah Richardson and Emma Winson, are qualified GP Assistants, and they take on roles that were traditionally done by GPs freeing up more time for GPs to be available to patients.

Christina Smith has returned to us and uses her knowledge of the care system to get help for our frailer patients.

Charlotte Delmar is working with us both in reception and in a clinical role, taking bloods and taking on other tasks as well.

The Non-clinical Team - These are the people who support our patients and provide the clinicians with the support they need to provide high quality care.

Colin Osborn Data and Finance Manager, and all-round guru providing support and help wherever needed.

Lorraine Harris Lorraine has an NHS Contracting background and is assisting Mary with general business support to the practice, including contracts, audit, CQC and quality assurance.

The Patient Liaison & Support Team - Dawn (Team Leader), Helen, Sharon, Lyn and Charlotte 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 101 other tasks that help you get the best care. Both Colin and Hannah work with the team if needed.

Registering with a GP practice.

Like many practices you can register with us using a link from our website or going to <https://gp-registration.nhs.uk/J83619/gpregistration/landing> .

You are asked to fill in an online form and this is integrated into your record. It only takes a few minutes to register.

If you already use the Airmid or NHS Apps, you can register using the apps.

If you would prefer, you can pop in and collect forms from reception. We are trialling new forms for the NHS, so the forms will be changing and you may be asked for your views about the forms.

Electronic records will be available to the practice within minutes of registration, and paper records should arrive within a few weeks, though in some cases this can take over a year, particularly if you are moving here from outside England

**If you are moving away from our practice area
please register with a new GP practice as soon as you move.**

These are useful websites for getting information about GPs in your new area. See what they say, and decide what options are most important to you.

<https://www.gp-patient.co.uk/compare#>
<https://www.nhs.uk/service-search/find-a-gp>

If you are leaving the UK

Please also tell us if you are emigrating, or living abroad for an extended time. If moving abroad, we suggest that you ask us to prepare a SARS report of your electronic record before you leave. We can e-mail this to you as a .pdf file that you can give to your new doctor.

Ordering prescriptions process

The most effective way to order your prescriptions is via email into the surgery on reception.courtyard@nhs.net, or using the airmid App.

If you normally require a blood test or blood pressure readings with your prescription, please email the surgery about 3 weeks before your prescription is due.

www.courtyardsurgery.co.uk

From the website you can order medications, contact us with questions and much else.

The look of the home page will be changing and extra services will be available through links to nhs webpages, including the online NHS111 pages, which asks people to fill in a questionnaire, and from this suggests how urgent treatment is and where you should go, using the same algorithm as the people answering the NHS111 phones.

The changes are going to be made to make it easier to access the website and follow links on a mobile phone.

There have been problems with the new website so the go-live date has had to be pushed back, maybe till the New Year

Shingles Vaccinations. Many of you will have heard that the vaccine used for Shingles is changing. We do not have a date yet, but everyone who gives these injections has completed training on using the new vaccine.

Sedatives For Flying Policy

We are unable to prescribe sedatives, such as diazepam, to treat fear of flying.

Sedatives are medicines which can make you sleepy and relaxed. There are several reasons why healthcare practitioners at Manor View Practice do not prescribe these medicines to treat fear of flying:

- If an emergency were to occur on a flight, being under the influence of this kind of medicine would worsen your ability to react.
- By being sleepier, you will move around less. This increases your chances of suffering a blood clot, such as a deep vein thrombosis (DVT), which can be fatal.
- Although diazepam makes most people who take it sleepy, in some rare situations it can have an opposite effect, and make people aggressive or agitated, which would be dangerous on a plane, and may lead you to suffering legal consequences.
- Sedatives such as diazepam, are illegal in some countries. Transporting such drugs could lead to legal consequences in other countries.

We appreciate that fear of flying can have a significant impact on your quality of life, affecting ability to visit relatives abroad, attend family functions and enjoy family holidays. Therefore, we recommend either self-referring for talking therapy via the NHS wellbeing team or undertaking a fear of flying course as a safer and more effective treatment.

<https://www.hpft.nhs.uk/services/community-services/wellbeing-service/self-referral/>

In the Surgery Garden

Winter is approaching and the leaves are falling off the trees. During the next few months we will be keeping the gardens tidy. We have bug hotels hidden away so that there will be shelter for overwintering insects and similar sized creatures.

One surprise visitor was a young Viviparous Lizard which came into the kitchen from the back courtyard. It was picked up and put back outside where it can shelter in the ivy or use one of the cracks in the back wall as somewhere to hibernate.

Thanks are due to our neighbours who have cut back the beech hedge behind the car park. We will be trimming the Leylandii hedge, and repainting the car park lines when the weather is suitable.

Adult Vaccinations

We have used up nearly all our stocks of COVID and Flu Vaccines, please call the surgery to book a flu vaccination if you are eligible. We have lists of people eligible for COVID Vaccination, and will continue to try to contact you.

Pneumococcal Vaccination

The pneumococcal vaccine helps protect against some types of bacterial infections that can cause serious illnesses like:

- meningitis (an infection in the brain and spinal cord)
- sepsis (a life-threatening reaction to an infection)
 - pneumonia (an infection in the lungs)

It can also help protect against other illnesses such as sinusitis and ear infections.

Shingles Vaccination

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness.

You're more likely to get shingles, and it's more likely to cause serious problems, as you get older or if you have a severely weakened immune system.

We will be texting, e-mailing and phoning patients who are eligible for these vaccines

New Ways November 2023



ACTION FOR HAPPINESS

Happier · Kinder · Together

MONDAY



6 Try out a new way of being physically active

13 Do something playful outdoors – walk, run, explore, relax

20 Make a meal using a recipe or ingredient you've not tried before

27 Join a friend doing their hobby and find out why they love it

TUESDAY



7 Be creative. Cook, draw, write, paint, make or inspire

14 Find a new way to help or support a cause you care about

21 Learn a new skill from a friend or share one of yours with them

28 Discover your artistic side. Design a friendly greeting card

WEDNESDAY

1 Make a list of new things you want to do this month

8 Plan a new activity or idea you want to try out this week

15 Build on new ideas by thinking "Yes, and what if..."

22 Find a new way to tell someone you appreciate them

29 Enjoy new music today. Play, sing, dance or listen

THURSDAY

2 Respond to a difficult situation in a different way

9 When you feel you can't do something, add the word "yet"

16 Look at life through someone else's eyes and see their perspective

23 Set aside a regular time to pursue an activity you love

30 Look for new reasons to be hopeful, even in tough times

FRIDAY

3 Get outside and observe the changes in nature around you

10 Be curious. Learn about a new topic or an inspiring idea

17 Try a new way to practice self-care and be kind to yourself

24 Share with a friend something helpful you learned recently



SATURDAY

4 Sign up to join a new course, activity or online community

11 Choose a different route and see what you notice on the way

18 Connect with someone from a different generation

25 Use one of your strengths in a new or creative way



SUNDAY

5 Change your normal routine today and notice how you feel

12 Find out something new about someone you care about

19 Broaden your perspective: read a different paper, magazine or site

26 Try out a different radio station or new TV show



New Falls Prevention Resources

One in three adults over 65 and half of people over 80 having at least one fall a year, Wiltshire Council has created a suite of resources to help prevent falls and enable more options to access support.

Falls prevention classes

Active Health offer falls prevention classes across Wiltshire, run by qualified postural stability instructors. This is tailored to those who have had a fall, or are less confident on their feet.

Individuals can self-refer or be referred by a health care professional at:

activehealthfalls.preventionservice@wiltshire.gov.uk
or call 07799074312.

Falls prevention exercise videos

Our qualified falls prevention instructors have crafted a collection of exercises to cater to all abilities.

[Falls Prevention: Beginner - YouTube](#)

[Falls Prevention: Intermediate - YouTube](#)

[Falls Prevention: Advanced - YouTube](#)

[Backward chaining - YouTube](#) (Practicing getting on and off the floor safely)

These videos are also available to loan for **FREE** from all Wiltshire libraries.

St James Foodbank Centre (SJFC)

Our opening times are:

St James Foodbank Centre - St James Centre, Estcourt Crescent, Devizes
SN10 1LR

Monday 10.30am to 12.30pm

Thursday 1pm to 3pm.

Devizes Foodbank Centre - Unit 4, Glenmore Business Centre, Waller
Road, Devizes SN10 2EQ

Tuesday: 10am to 12pm

2pm to 4pm

Wednesday 10am to 12pm

Thursday 10am to 12pm



Hormone replacement therapy (HRT)

Find information about HRT for menopause symptoms, including the types of HRT, benefits and risks and how to take it.

<https://www.nhs.uk/medicines/hormone-replacement-therapy-hrt/>

HRT is now available without prescription charges. This is why it has to be prescribed separately to other medications.

Where to go for the right medical help



Dial 999 for life-threatening emergencies



If you need medical help fast or think you need to go to an Emergency Department (A&E) use NHS 111 first – online or by phone* – to get clinical advice or direction to the most appropriate services for treatment



For all other health needs, contact your pharmacy or GP practice. You can also access NHS advice and information at www.nhs.uk

*If you are a BSL user, have hearing loss or difficulties communicating you can call NHS 111 by text relay on **18001 111** or use the NHS 111 British Sign Language (BSL) interpreter service by visiting www.111.nhs.uk

This leaflet is available in alternative formats at www.nhs.uk/staywell
Email england.campaigns@nhs.net for braille copies.

Changes to how calls will be handled

Currently if you want to talk to a doctor, the Patient Liaison Team member who answers the phone, will take notes on what you tell them over the phone and put you on a list for the doctor to call back. Based on their training and local protocols they may suggest that you call an ambulance, go straight to A&E or may ask for a photo of a rash or injury. Based on the information given the Doctor will decide how urgent a call is. This is called triage.

NHS England has decided that all practices will use a computer based triage system. Every time a patient contacts us with a problem our computers will direct us to the questions to ask, and this will help us to ensure that we do not miss a potential emergency. The system will then advise how urgent a doctor contact is, and whether you should be referred straight to another provider. This process will take longer, so there may be slightly longer waits for us to answer your calls. Our staff will be receiving extra training to use the computerised system. Roll out of these systems has been delayed, and we await NHSE advice.

When the new website is in place it will include the same triage system as is used by NHS111

We can also be contacted by e-mail at reception.courtyard@nhs.net, through our website, and using the Airmid App. If you have access to your medical records, you can look up blood results, prescriptions and letters from your phone or computer. Over 47% of our patients have online access to their records.