

COURTYARD SURGERY



Patient Newsletter December 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) have joined us 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 an MSc in Advanced 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 newly qualified nurse who joined us last month who is working closely with our practice nurse Jo Addison.

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, is a qualified GP Assistant and takes 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 assists 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.

CHRISTMAS AND NEW YEAR OPENING

Friday	December	22	Open as normal
Saturday	December	23	Closed
Sunday	December	24	Closed
Monday	December	25	Closed
Tuesday	December	26	Closed
Wednesday	December	27	Open from 7.30am
Thursday	December	28	Open as normal
Friday	December	29	Open as normal
Saturday	December	30	Closed
Sunday	December	31	Closed
Monday	January	1	Closed
Tuesday	January	2	Open as normal
Wednesday	January	3	Open as normal

To get medical help when we are closed. You should dial 111 from a mobile or landline to access medical care. This number is free to call from both landlines and mobiles.

One of the team of NHS 111 advisors will take your details and assess your symptoms. If you need to speak to or be seen by a GP, the 111 advisor will refer you to the GP Out of Hours service.

Once the NHS 111 team has referred you the GP Out of Hours service will decide on the most appropriate care for you based on your symptoms. This may include:

- Providing you with advice.
- Arranging for you to be seen at a local Primary Care Centre.
- If clinically appropriate, arranging for a healthcare professional to visit you at home. Messages and requests can be sent to us by e-mail, using the Airmid App, or via our website.

<https://wiltshirehealthandcare.nhs.uk/>

<https://bsw.icb.nhs.uk/>

Over the Christmas and New Year break these websites will have details of which pharmacies are open and when.

Where to go for the right medical help



999

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



**GP
Pharmacy**

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

Should I call an ambulance?

If you, or the person you are calling on behalf of, has any of the following you should call 999 or 112:

Severe chest pain, Difficulty breathing, Loss of consciousness,
Severe blood loss, Severe burns or scalds, Fitting/convulsions,
Drowning, Severe allergic reaction

You should always call 999 or 112 if you feel that it is an emergency.

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. Please list what you want rather than just saying “everything on my squirrel” to avoid missing something or prescribing the wrong size tablets.

We no longer take requests over the phone to avoid errors.

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

The website has been updated and is easier to use from a smart phone. Also, more of the pages link direct to nationally managed NHS England webpages, so they will always be up to date.

We are also able to edit it from here, so urgent messages can be added to the home page.



Adult Vaccinations

We finished our COVID Vaccination Campaign on November 17th and have vaccinated 84% of our eligible patients. If you still want to be vaccinated you can look for drop in clinics at this web address

<https://bsw.icb.nhs.uk/find-a-walk-in/>

We still have small stocks of flu vaccine left, for any eligible patients who have not yet requested vaccination.

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

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.



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Baby and Us

For parents of babies
under 9 months



A 9-week course run by
trained parent facilitators



- Understand your baby's cues.
- Cope with challenges around feeding, sleep and crying.
- Interact positively with your baby.
- Manage parental stress.

Call us on: 0800 970 4669

Join us at:

**Devizes Bowling
Club**

Long Street, SN10 1NW

Wednesdays

17th January - 20th

March 2024

(Not half term 14th Feb)

10:00am - 12:00

Midday



Working in partnership with

Wiltshire Council



Appointment Data

In the last 12 months for which we have data we had 32,779 appointments, which is 10 per patient. 16,086 of these were with a GP, and 23,587 (72%) were face to face appointments, 7396 (23%) were telephone consultations, and 36 (0%) were video consultations. The national averages 70% face to face, 2 % telephone and 1% video.

National data relating to the number of appointments available is no longer published.

Telephone Data

In the last full week for which we have data we received 2461 phone calls. The average time for answering a call was 39 seconds. The average time for someone phoning us and deciding the wait was too long was 34 seconds, though this does include one call made late at night where someone's phone waited for an answer for 50minutes and 51seconds, before hanging up.

As you would expect Monday is our busiest day for calls and our busiest time is between 8am and 8.30am.

Measles

Measles can be a fatal illness, it increases the risk of miscarriage and still birth. People with measles can spread it to others before they show symptoms. Cases have been reported in the last few weeks in Bath and Swindon.

If you did not get 2 MMR vaccinations as a child you are at risk of getting measles. You are at particularly high risk if you are somewhere where large numbers of people come together, ie university, concerts, watching football.

10% of our patients aged 4 or over appear to be at risk of getting measles because they missed vaccination as a child. If you would like to be vaccinated, please call the surgery on 01380 813300.

We will be contacting people who have missed vaccinations to offer appointments in the next few weeks, this will include during school holidays for those still at school, and outside of normal working hours for those going to work.



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Thank you
from all
of us at
Wiltshire
Children's
Centres

**Make a Christmas
dream come true for a
family in your community
by donating a gift through
our Amazon Wishlist**

Simply scan the QR code
below to make your gift
selection for a family in
Wiltshire

**East
Wiltshire
families**



**West
Wiltshire
families**



We all need help sometimes.



Are you a parent or carer needing support? Are you a young person needing some advice?

For information on things to do, places to go, practical tips or who to talk to, All Together is a website with information and advice for you.



wiltshiretogether.org.uk/AllTogether

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](#)

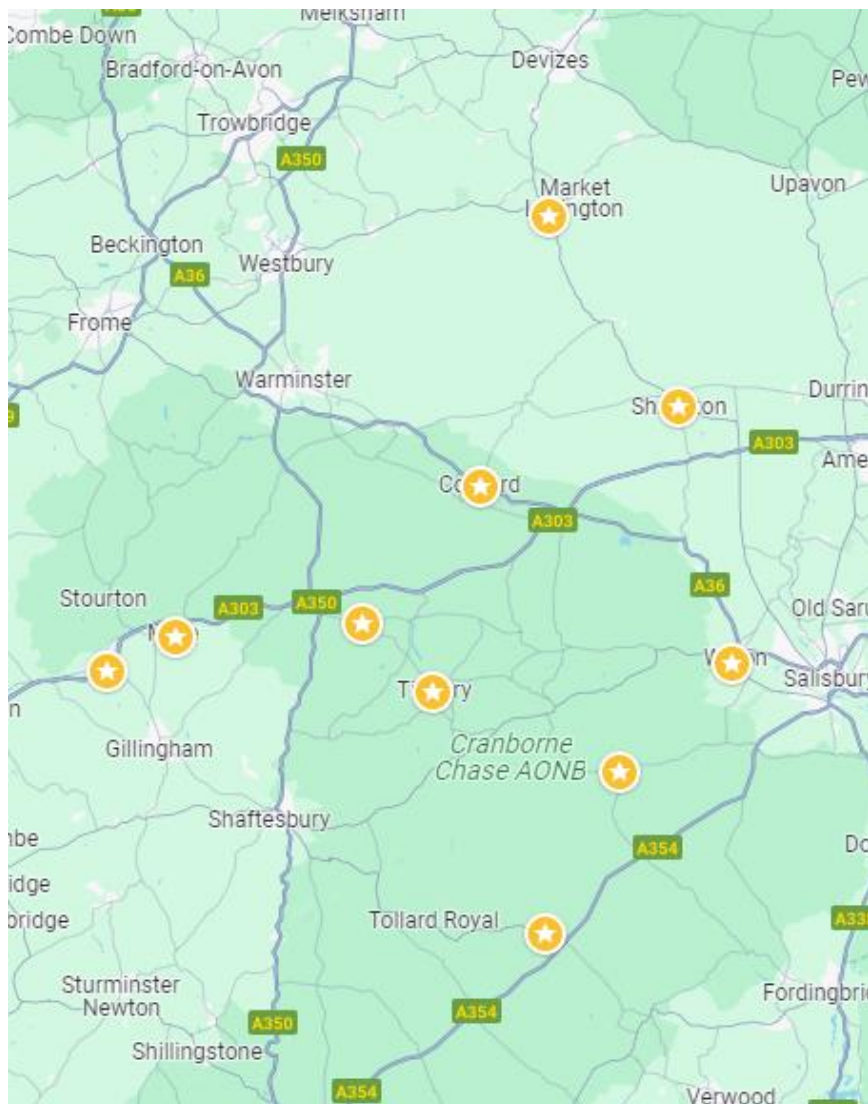
[Backward chaining - YouTube](#) (Practicing getting on and off the floor safely)

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

Sarum West Primary Care Network

This is a group of small Wiltshire practices working together to provide care for our patients, sharing specialist staff across practices. The practices cover mainly Central Wiltshire, but also some people living in Hampshire and Dorset.

The PCN received an award for the highest proportion of patients immunised against flu by the end of October in the whole of England.



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.

We had hoped to have the triage system in place on the new website, but there have been further delays.

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.

CST Information Sheet

What is CST?

Cognitive Stimulation Therapy (CST) is an evidence-based therapy treatment for people with a diagnosis of dementia.

What does it involve?

Cognitive Stimulation Therapy involves 14 sessions of structured 45 minutes group therapy sessions. The sessions run over seven or 14 weeks (depending on location) and each one covers a different topic. To make sure that there is continuity between the sessions they include some activities which are the same such as the warm-up activity, a song and a 'reality orientation board' which has information on the group, date, time, place, weather. The members will give their group a name and sessions cover a range of activities to stimulate thinking, memory and to connect with others such as by:

- discussing current news stories
- listening to music or singing
- playing word games
- doing a practical activity.

Who is it for?

The sessions are intended for people with mild to moderate dementia. They are designed to be relaxed, fun and to create opportunities for people to learn, express their views and work with others in a sociable setting.

Who is it run by?

The sessions are run by Alzheimer's Society. There will be two Dementia Advisers or a Dementia Adviser and Volunteer at the session to help and support you.

If you have any questions:

Please contact Wiltshire@alzheimers.org.uk

You can also leave us a voicemail on 01249 443469 and someone will call you back.

