

COURTYARD SURGERY



Patient Newsletter January 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.



Are you aware
gambling exists
in kids games?

Be Aware. Visit **GambleAware.**

Southwest Gambling Service


The service launched across the whole of the SW on December the 4th. It is self-referral and can be accessed on - **0330 022 3175** Monday to Friday, 9-7pm. For more details please click here: [The South West Gambling Service: Avon and Wiltshire Mental Health Partnership NHS Trust \(awp.nhs.uk\)](https://www.awp.nhs.uk/our-services/az-services/south-west-gambling-service)

<https://www.awp.nhs.uk/our-services/az-services/south-west-gambling-service>

Where to go for the right medical help



999 Dial 999 for life-threatening emergencies



111 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
111.nhs.uk



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 have finished our COVID vaccinations but are still offering, Flu, Pneumococcal and Shingles vaccinations.

These are the percentage of our eligible patients vaccinated in each group at 21/12/2023.

COVID: Over 65s 90% <65 ATRISK 57.8%
Seasonal Flu: Over 65s. 88% , <65 ATRISK 63.8% ,
Pneumococcal Over 65s 88.1%
Shingles 78%

Seasonal Flu

Flu viruses started circulating locally in mid-December, illnesses before then were non-flu viral illnesses. If you had a flu-like illness before then you will not be immune to seasonal flu, unless you have been vaccinated.

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 in the new year.

Telephone Data

In the last full week for which we have data we received 2802 phone calls. The average time for answering a call was 23 seconds. The average time for someone phoning us and deciding the wait was too long was 38seconds.

As you would expect Monday is our busiest day for calls and our busiest time is between 8am and 9am. On Tuesday our busiest time is between 9am and 10am. Other days are quieter without busy peaks



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COMMUNITIES

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



Happier January 2024



SUNDAY



1 Find three things to look forward to this year

7 Learn something new and share it with others

8 Say positive things to the people you meet today

MONDAY

2 Make time today to do something kind for yourself

9 Get moving. Do something active (ideally outdoors)

TUESDAY

3 Do a kind act for someone else to help brighten their day

10 Thank someone you're grateful to and tell them why

WEDNESDAY

4 Write a list of things you feel grateful for and why

11 Switch off all your tech at least an hour before bedtime

THURSDAY

5 Look for the good in others and notice their strengths

12 Connect with someone near you - share a smile or chat

FRIDAY

6 Take five minutes to sit still and just breathe

13 Take a different route today and see what you notice

SATURDAY

14 Eat healthy food which really nourishes you today

15 Get outside and notice five things that are beautiful

16 Contribute positively to your local community

17 Be gentle with yourself when you make mistakes

18 Get back in contact with an old friend

19 Focus on what's good, even if today feels tough

20 Go to bed in good time and allow yourself to recharge

21 Try out something new to get out of your comfort zone

22 Plan something fun and invite others to join you

23 Put away digital devices and focus on being in the moment

24 Take a small step towards an important goal

25 Decide to lift people up rather than put them down

26 Choose one of your strengths and find a way to use it today

27 Challenge your negative thoughts and look for the upside

28 Ask other people about things they've enjoyed recently

29 Say hello to a neighbour and get to know them better

30 See how many people you can smile at today

31 Write down your hopes or plans for the future



ACTION FOR HAPPINESS

Happier · Kinder · Together

STOP SMOKING AND GOOD THINGS HAPPEN

**Make 2024
the year you quit**

Search 'SMOKEFREE'

**Better
Health**

**Let's
do this**

Make an appointment with Lisa if you
want help to stop smoking

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

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	



Our foodbank relies on your goodwill and support.
Please ensure that your food donations are non-perishable and have a
minimum of 4 months until the best before date.

**PLEASE NOTE WE ARE UNABLE TO ACCEPT BABY
FORMULA/MILK OR ANY VITAMINS OR MEDICINES.**

<https://devizesdistrict.foodbank.org.uk/give-help/donate-food/>

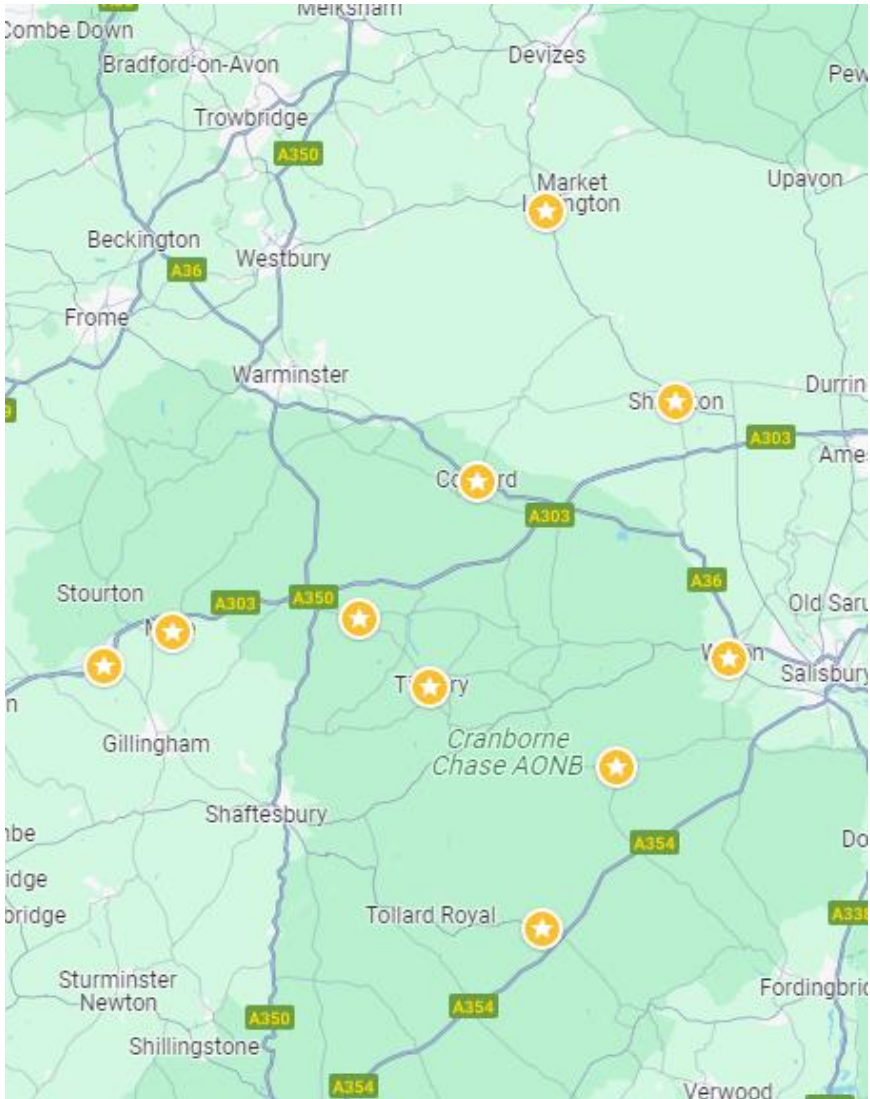
Appointment Data

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 are 70% face to face, 2 % telephone and 1% video.
National data relating to the number of appointments available is no longer published.

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.



Wiltshire Sexual Health (WiSe) will be closed for Christmas Day, Boxing Day and New Year's Day. Otherwise Salisbury District Hospital will be open as usual. There will be no sexual health clinics in the community in between Christmas and New Year.

Sexual 'Elf messaging:

Condoms: These are important for the party season, as well as preventing unintended pregnancy, they are the only method that helps protect you from STI's.

Contraception: Make sure you're covered for the whole Christmas and New year. Check that you have enough pills, patches or vaginal rings to last you. If you're using a long -acting reversible method, make sure its due date hasn't run out. If in doubt use condoms.

Emergency contraception: if you have unprotected sex or your contraception failed, you can use emergency contraception up to 5 days later. It's best to try to get it as soon as possible.

STIs: A reminder that Wiltshire residents can order a free home screening kit which includes HIV testing via <https://sexualhealth.salisbury.nhs.uk/home-screening-kit/> or via the SH.UK website SH.UK — Free STI / STD Testing & Reproductive Health. To book a telephone consultation if you have any questions about HIV testing, please email shc-tr.sexualhealth@nhs.net Ensure that you have enough PrEP pills to cover you over the Christmas and New Year period.

Alcohol and substances: Alcohol and substance use can alter our judgement which can lead to risk-taking behaviours such as having unprotected sex. Ensure that you are informed about Consent and making safe decisions.

Sexual assault: If you have experienced rape or sexual assault in Wiltshire, then you can contact First Light sexual assault referral centre (SARC). The SARC is a first point of contact if you've experienced rape and sexual assault in Wiltshire. The Swindon and Wiltshire Sexual Assault Referral Centre (SARC) - First Light

Wishing a wonderful Christmas break to all.

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.

WARNING!

Side effects may include:

- ▶ Better skin
- ▶ Losing weight
- ▶ Sleeping better
- ▶ Saving money



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