

## Home Visits

These are carried out if a patient is too unwell to attend the surgery. Please telephone before 10.30 am. A doctor may telephone you before visiting.

## Telephone Availability – Doctors and Nurses

If you wish to speak to a doctor or nurse, please telephone the practice, stating who you wish to speak to, give a brief outline of the problem/reason and a contact telephone number. A message will be put in the daily diary and brought to the doctor's attention. **If it is urgent please tell the receptionist when you call.**

For patients needing wheelchair access, please use the rear doors. A wheelchair is available from Reception, and all clinical rooms and the patient toilet are on the ground floor.

## Emergencies – Out of Hours

Out of Hours Service (Evening + Weekends; provided by Wiltshire Medical Services)

6.30pm – 8.00 am	FREE NUMBER	111
For telephone advice: (Previously NHS Direct)		111

For ALL life threatening emergencies DIAL 999 immediately, or 112 (which enables the Emergency Services to recognise the location of the caller).

## Attached Staff

Carers' Lead                      Lisa Drewitt

## Practice Staff

Practice Administrator      Mary Connor  
Business Administrator      Colin Osborn

Admin Team                      Dawn (Team Leader), Hannah, Orla, Sarah, Sharon,  
Vikki, Charlotte and Patrick

## Opening Hours :

**Reception open                      : 8.00 am – 12.30pm      1.30 pm – 6.30 pm**  
**Telephone lines are open: 8.00 am – 12.30 pm      1.30 pm – 6.30 pm**

Please note the surgery is closed for lunch 12.30 – 1.30 pm daily.  
For emergencies (during the lunch hour): 01380 813318.

# COURTYARD SURGERY



39 High Street, West Lavington  
Devizes SN10 4JB

October 2023

Dr Helen Osborn  
DRCOG DFFP FRCGP

Dr Hussein Alibhai  
MD MRCGP

Dr Kate Craufurd  
MBBS MRCGP

Tel : 01380 813300  
Fax : 01380 818669

Website: [www.courtyardsurgery.co.uk](http://www.courtyardsurgery.co.uk)

Email : [reception.courtyard@nhs.net](mailto:reception.courtyard@nhs.net)

BSW ICB  
Jenner House  
Unit E3, Langley Park  
Avon Way,  
Chippenham  
SN15 1GG

Tel: 0300 304 7500  
[bswicb.post@nhs.net](mailto:bswicb.post@nhs.net)

## About the Practice

We are a small caring training practice whose aim is to provide high standards of care in a friendly setting. The practice area covers West Lavington, and an approximate six mile radius. The Practice has been approved for training of other healthcare professionals. Medical students and qualified doctors in training may work in the practice from time to time. New patients will be registered with Dr Osborn, but may see other doctors; they will also be asked to attend a New Patient Healthcheck.

## Clinical Staff

**Dr Helen Osborn** is our senior partner. She is interested in all aspects of family health, including child health, family planning, the elderly and palliative medicine. **Dr Hussein Alibhai** trained with us, and is now with us for 2 days a week. **Dr Kate Craufurd** also trained with us and will be here on 2 days a week.

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.

## Prescriptions

**WE REQUEST 5 DAYS NOTICE for routine prescription renewal please** (this includes time for your pharmacy to order if necessary and dispense as required). Urgent requests need to be in by 11.00am to be actioned that day. We will issue electronic prescriptions to your nominated pharmacy, these can take 24 hours to reach the dispensary.

**WE CANNOT TAKE PRESCRIPTION REQUESTS BY TELEPHONE**, but you may email your request to [reception.courtyard@nhs.net](mailto:reception.courtyard@nhs.net) or contact us via the website, or using the Airmid or NHS apps.

**NB we cannot acknowledge emails or other requests**

## New Baby Checks

The doctors do a check of mother and baby 8 weeks after birth. The child's immunisation programme then starts at the same time. Appointments for child vaccinations are made centrally by the Child Health information service. The Health Visitor also offers a wider review at this age. She will also offer a 9 – 11 month review for parents, for the promotion of health and development of the child, Her office number is 01380 732565

## CHEMISTS (most local)

**Day Lewis** (Mkt Lavington) Tel: 01380 813395  
Mon & Thurs deliveries  
(Mon – Fri 9-1, 2-6; Sat 9-12)

**Morrisons**, Devizes Tel: 01380 720615  
(Mon – Thurs, & Sat 9am- 7pm, Fri – 8pm)

**Devizes Pharmacy** Tel: 01380 723804  
(Mon – Sat 9 – 5.30)

**Boots** Devizes Tel: 01380 722022  
SN10 1AJ  
(Mon – Sat 8.30 – 5.3, Sun 10.00 – 4.00)

## LINK NUMBERS

The LINK transport service is run by volunteers, to offer lifts to patients who need to get to doctor, dentist, clinic appointments. It is free of charge, although they appreciate contributions to petrol costs where possible. They require a minimum of 48 hours generally to arrange and confirm that they can help.

Devizes & District (All Cannings, Bishops Cannings, Bromham, Charlton, Great Cheverell, Chirton, Devizes, Etchilhampton, Marden, Patney, Potterne, Poulshot, Rowde, Roundway, Stert, Wilsford)	01380 721775
West Lavington, Littleton Panell, Little Cheverell	01380 816826
Coulston, Bratton, Erlestoke, Edington	07852 256939
Easterton, Market Lavington, Urchfont	01380 812755

### Using the website or Apps for online services

It is possible to request repeat medications and book certain appointments via our website or the Airmid App. For this you will need a username and password which you can apply for at Reception; ID will be required for verification.

You can also ask for access to your online record or a print out of your medical record. This is called a SARS request, and can look back a few years or to your birth, depending on what you want.

### Carers

We have a Carers' Register, and run clinics and occasional social events – please ask Reception for a pack if you would like to join us.

### Stop Smoking advice

Our HCA Lisa-Marie is now trained for this service, and Nurse Amanda can offer advice of various sorts. Please contact Reception to arrange a suitable appointment.

### Minor Surgery

Patients on the Waiting List for minor surgery procedures will be sent an appointment in writing;

### Travel Advice

Nurse Amanda will assess your vaccination history and current requirements if you can fill in a travel form (available on website or from Reception) with at least 4 weeks' notice.

### Suggestions & Complaints

We are open to suggestions for improvements to the service. There is a formal complaints procedure which is available on request. Please address any complaints initially to the Practice Administrator.

### FOCS/PPG

Friends Of Courtyard Surgery raise funds throughout the year for us to buy equipment which benefits patients. If you are interested in joining the Friends, please contact Katherine Mills on 01380 813300.

### NHS Friends and Family Test

NHS England has asked all surgeries to carry out a "Friends and Family" test – i.e. would you recommend your surgery to your nearest and dearest. We have forms in Reception, and would be grateful if you could take the time to put one tick in a box for us. Random patients also receive a text message asking them to rate us following a visit to the surgery. There is also a website, [www.nhs.uk](http://www.nhs.uk) where you can give us ratings, which we hope will be favourable!

### Weekly Surgery Schedule

- All surgeries are appointments only, and are usually 8.30am – 11.30 and 3.00 – 6.00pm, depending on the GP or nurse. Doctors face-2-face appointments can only be booked by the Doctors after a telephone Triage Call by the doctor.
- **Late Surgery** for routine appointments only, (booked in advance) is available on Wednesdays and Fridays from 6.30 – 8.30pm, and **Early Bird** appointments are available from on Wednesdays from 7.00am.
- Routine appointments can be made up to two weeks in advance e.g. blood tests, review of test results, medication reviews.
- IF YOU HAVE MORE THAN ONE PROBLEM TO DISCUSS please tell the Receptionist at the time of booking so they can book you a double appointment (each appointment generally being 10 minutes long).
- URGENT appointments are available daily. Patients are asked to telephone after 8am for an AM appointment and after 1.30 pm for PM appointments.

### Practice Nurse – Amanda Stonham

#### Blood Tests – (Appointments Only)

Daily from 8am till 11am and 1.30pm to 3.30pm if staff are available some types of samples can be taken later, except on Fridays.

#### Chronic Disease Reviews

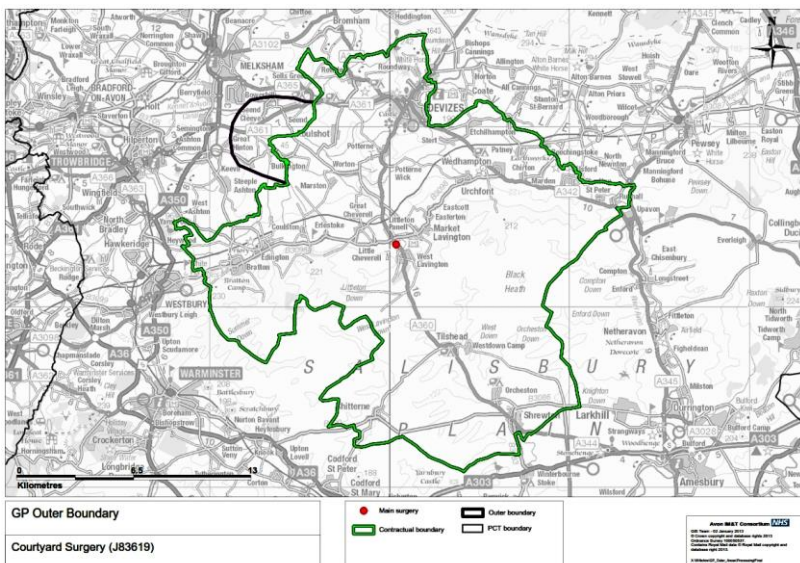
#### Diabetes/Asthma/COPD/Heart Disease (Appointment only)

Appointments can be made in any of the daily surgeries listed above with a Nurse or a doctor. We ask that you tell the staff the reason for your appointment as they may need to allow extra time for your review, i.e a double appointment.

## Your rights and responsibilities - Help us to help you!

### Patient's Responsibilities :

1. Patients will be registered with Dr Osborn as a matter of course, but may see other doctors as appropriate.
2. We ask that you treat the doctors and all the Practice staff with the same courtesy and respect.
3. Please do everything you can to keep appointments, and let us know, as soon as possible, if you cannot attend. Please be punctual for your appointment.
4. Please remember to check your cupboards before ordering repeat prescriptions. Reasons for early requests for repeat prescriptions must be given, e.g. holiday, loss of tablets.
5. **If you need someone else to get information on your behalf, please provide us with a signed and dated note, specifying to whom you give this permission, and whether it is a permanent arrangement.**
6. The less time the doctor spends travelling, the more time is available for patients. Please do not ask for a home visit unless it is strictly necessary.
7. Please do not call out of hours, except in real emergencies.
8. Please go to our website [www.courtyardsurgery.co.uk](http://www.courtyardsurgery.co.uk) as this will give you information about the Practice. and emergency telephone numbers.



### GP's Responsibilities :

1. You will be treated as an individual, and will be shown courtesy and respect at all times. You have the right to be treated with confidentiality. The only people who have access to your notes are the staff employed by the GP.
2. A doctor is available to see patients every morning and afternoon. Please see elsewhere in the leaflet for details of surgery schedules.
3. We run an appointments system and appointments for routine problems can be booked up to 2 weeks in advance. A number of Urgent appointments are available every day.
4. We will explain the likely effects of any drugs and review your long term medications at agreed times. Details of the repeat prescription system are available in the leaflet. For safety reasons we cannot take requests for prescriptions over the phone.
5. We will visit you at home if you are too ill to be brought to the surgery, and have not registered as "Out of Area".
6. Outside of normal surgery hours you will have access to a doctor through a dedicated emergency service, the number for which is on our leaflet.
7. We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients, or if they become violent or abusive.
8. We will inform you about how you can make suggestions about the services we offer.
9. There is a formal procedure for dealing with complaints about services. Contact the Practice Administrator for details.
10. The Practice holds confidential information about your personal details and medical history. The Practice complies with the terms of the Data Protection Act. All information is confidential and will only be shared with other healthcare professionals and NHS administrators as necessary for the provision and administration of your NHS health care. Our Privacy policy is available on our website.