

COURTYARD SURGERY



Patient Newsletter February 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, health checks 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. Christina cover patients from 2 surgeries.

Charlotte Delmar is also a GP Assistant 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.

Accessing information

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.

We will be using SystmConnect as an online triage system. Initially this will only be available to staff at the surgery answering phones, and people using the Airmid App. Once we have experience of using it a link will be available from the website and later in the year from the NHS App.

[SystmConnect – TPP \(tpp-uk.com\)](http://SystmConnect – TPP (tpp-uk.com))

Changes to the NHS App.

From 30 January 2024, the NHS App will show patients in England an estimated waiting time for their hospital treatment at the NHS acute trust they've been referred to.

This national rollout follows a successful trial period at Kingston Hospital NHS Foundation Trust, who worked with NHS England to monitor progress across the trust's telephony system, PALS service and local GP community. No issues (e.g. an increase in patient calls to hospital departments or GP practices) were reported.

The NHS App is using existing published MPC data on specialties provided by trusts, and in the public domain – we are surfacing this in the NHS App to make it more relevant and useful at the point of patients reviewing other associated data in the NHS App.

From the same date NHS App users will have the same access to prescription information as Airmid users have for several months.

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, the process

The most effective and safest 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, and we will call you to make an appointment. Or, you can phone us. We can now do most blood tests between 8am and 3.30pm. there a special clinic from 7am on Wednesdays for people who need to see us early because of work, and blood test appointments can be made then.

Learning Disability Annual Health Checks:

The learning disabilities health check scheme is designed to encourage practices to identify all patients aged 14 and over with learning disabilities, to maintain a learning disabilities 'health check' register and offer them an annual health check, which will include producing a health action plan. We tend to do these checks in January and February.

We have been made aware of an error on the central NHSE computing system that means that some people may incorrectly receive a centrally produced letter calling them for a health check.

Please ignore any calls that do not come directly from us.

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)

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

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 26/01/2023.

COVID: Over 65s 90% <65 ATRISK 57.8%

Seasonal Flu: Over 65s. 95%, <65 ATRISK 79%,

Pneumococcal Over 65s 88.1%

Shingles 77%

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 have started texting, e-mailing and phoning patients who are eligible for these vaccines. If you think you are eligible for one of these vaccines please call us.

Telephone Data

In the last full week for which we have data we received just 580 phone calls. The average time for answering a call was 19 seconds. The average time for someone phoning us and deciding the wait was too long was 64 seconds, though that includes someone calling when we were shut who waited 53 minutes.

As you would expect Monday and Friday are our busiest days for calls and our busiest time is between 11am and noon. On Tuesday our busiest time is between 10am and 11am. Other days do not have busy peaks.

Measles

Measles is an infection that spreads very easily and can cause serious problems in some people. Having the MMR vaccine is the best way to prevent it.

Check if you or your child has measles

Measles usually starts with cold-like symptoms, followed by a rash a few days later. Some people may also get small spots in their mouth.

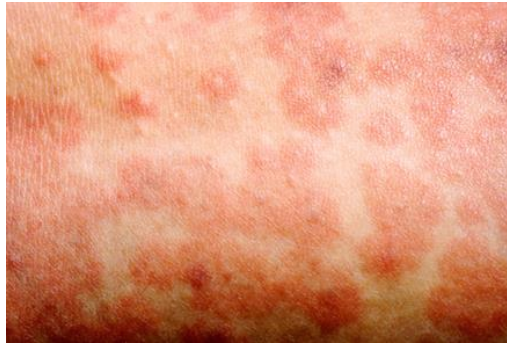
Cold-like symptoms

The first symptoms of measles include:

- a high temperature
- a runny or blocked nose
- sneezing
- a cough
- red, sore, watery eyes

The spots of the measles rash are sometimes raised and join together to form blotchy patches.

They're not usually itchy.



How to look after yourself or your child

Measles usually starts to get better in about a week.

There are things you can do to help ease the symptoms and reduce the risk of spreading the infection.

It can help to:

Rest and drink plenty fluids, such as water, to avoid dehydration.

Take paracetamol or ibuprofen to relieve a high temperature – do not give aspirin to children under 16 years.

Use cotton wool soaked in warm water to gently remove any crusts from your or your child's eyes.

Stay off nursery, school or work for at least 4 days from when the rash first appears.

Also try to avoid close contact with babies and anyone who is pregnant or has a weakened immune system.

The practice is contacting people whose parents chose not to have them vaccinated and is offering MMR vaccination.

If you think you may not have had your 2 childhood vaccinations, please phone the surgery to check and make an appointment.

Don't let Measles, Mumps and Rubella into your child's world

The risk of catching Measles, Mumps and Rubella increases when your child goes to nursery. When you don't get your child their MMR vaccines, they're left exposed to becoming seriously ill.

Protect your child with both MMR vaccines.
Contact your GP to book their first or second dose. Find out more at [nhs.uk/MMR](https://www.nhs.uk/MMR)

MMR
vaccines
protect

Help us
help you



Friendly February 2024

MONDAY



5 Make time to have a friendly chat with a neighbour

TUESDAY



6 Get back in touch with an old friend you've not seen for a while

WEDNESDAY



7 Show an active interest by asking questions when talking to others

THURSDAY

1 Send a message to let someone know you're thinking of them

8 Share what you're feeling with someone you really trust

FRIDAY

2 Ask a friend how they have been feeling recently

9 Thank someone and tell them how they made a difference for you

SATURDAY

3 Do an act of kindness to make life easier for someone

10 Look for good in others, particularly when you feel frustrated with them

SUNDAY

4 Invite a friend over for a 'tea break' (in person or virtual)

11 Send an encouraging note to someone who needs a boost

12 Focus on being kind rather than being right

19 Share something you find inspiring, helpful or amusing

13 Smile at the people you see and brighten their day

20 Make a plan to connect with others and do something fun

14 Tell a loved one or friend why they are special to you

21 Really listen to what people say, without judging them

15 Support a local business with a positive online review or friendly message

22 Give sincere compliments to people you talk to today

16 Check in on someone who may be struggling and offer to help

23 Be gentle with someone who you feel inclined to criticise

17 Appreciate the good qualities of someone in your life

24 Tell a loved one about the strengths that you see in them

18 Respond kindly to everyone you talk to today, including yourself

25 Thank three people you feel grateful to and tell them why



ACTION FOR HAPPINESS

Happier · Kinder · Together

This calendar is available at [Friendly February | Action for Happiness](https://friendlyfebruary.org.uk/) and can be downloaded into electronic calendar files including Google.

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

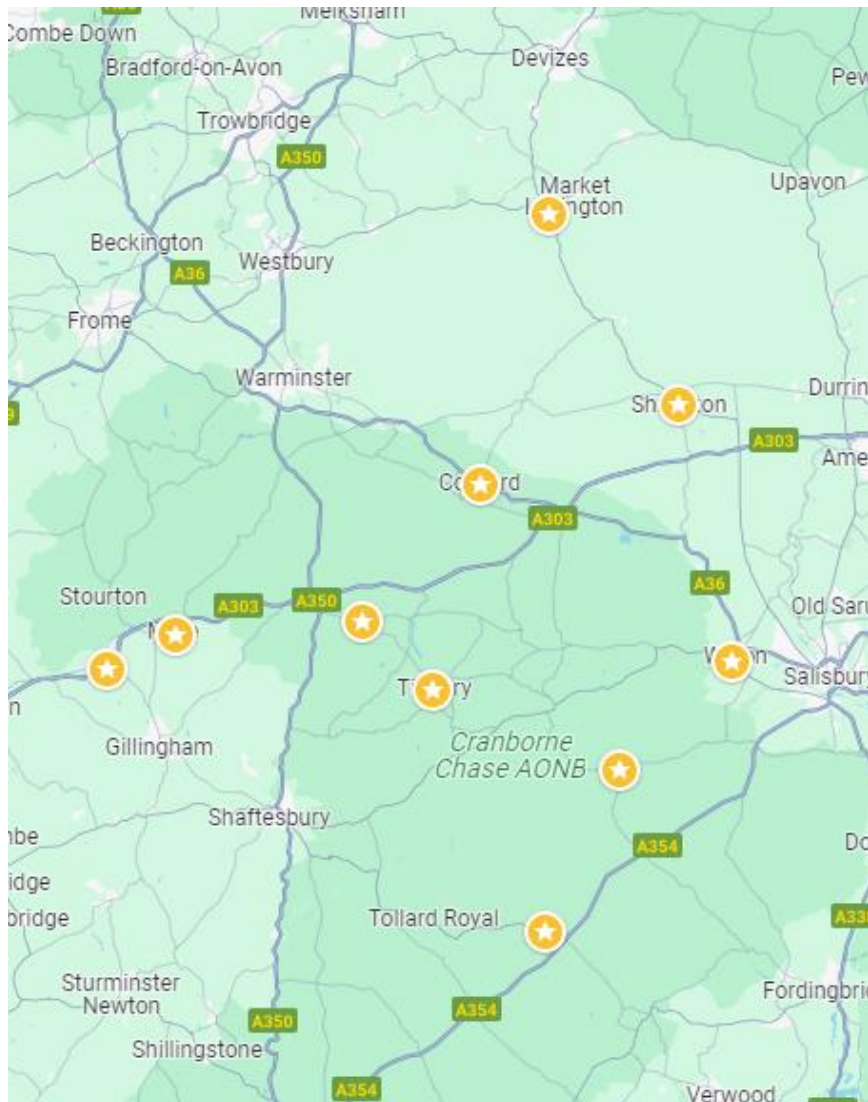
In the last 12 months for which we have data we had 30,113 appointments, which is just under 10 per patient. 16,086 of these were with a GP, and 21844 (73%) were face to face appointments, 2234 (7%) were telephone consultations. The national averages are 70% face to face, and 21 % telephone. We have less than 2 appointments a week when someone does not attend, if you can not come to an appointment, please phone so that we can cancel or rebook your appointment.

15811 appointments were with a GP, and 12,768 were on the same day as the appointment was made.

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.



Prescribing Review Meeting

Computers do not reduce work they just pull together data to create new tasks.

There used to be no checks on what GPs prescribed, but now that everything can be counted every practice has to have their prescribing assessed and compared with advice from the National Institute for Health and Care Excellence (NICE). This leads to an annual meeting where practices are either praised for how well they are doing or advised on what they can do better.

We were told that our prescribing was, overall, the best in BaNES, Swindon and Wiltshire. However, we were told that we are high prescribers of inhaled corticosteroids and that we should try to move more patients to dry powder inhalers as they are better for the environment. For instance, the carbon footprint of one 120 dose Symbicort inhaler is equivalent to a 135 mile journey in a petrol car, but a 200 dose salamol is equivalent to a 33 mile journey, and a typical dry powder inhaler less than West Lavington to Urchfont.

As part of the presentation we sat through we discovered that we had more patients than the NHS average with Diabetes and Atrial Fibrillation and Asthma, though this might be because we have a higher than average proportion of people aged over 55 registered with us.

The Life expectancy of our patients is 80.5 for men and 86.1 for women, a couple of years older than the national average.

Pharmacy First

Day Lewis Pharmacy will be offering additional services, including examination, advice and treatment for: Uncomplicated urinary tract infections (UTIs) in women, Shingles, Impetigo, Infected insect bites, Sinusitis, Sore throat and Acute otitis media.

They will be able to offer self-care advice to the patient (including call 999 or go to A&E), and the sale of an OTC medicine, a supply of a medicine, referral to another pharmacy, referral to the patient's GP or relevant out of hours service for an urgent appointment.