

COURTYARD SURGERY



Patient Newsletter February 2024

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 is a GP registrar with us until the summer.

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.

An Apology: In January and February I forgot to change the year to 2023, I have now made the change, and thanks to the sharp eyed patient who told me.

Additional services available in GP Surgeries

Wiltshire Public Health and BSW ICB are able to fund a range of additional services that are aimed at local needs. All these are being reviewed. Currently BaNES, Swindon and Wiltshire practices have different services available, but these will all be the same from next April. For instance ear syringing was only available in Swindon, and Wiltshire provided extra support for elderly people.

There will be changes and these organisations have only limited funding for this, as soon as we know what will be available we will announce it in the Newsletter.



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.

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

Text Messages

The NHS has to pay for text messages that we send. Until recently long messages would be split into 2 or 3 and the NHS budget would have to pay for 2 or 3 messages. If you have smartphone these would be stitched together on your phone to read. Now long messages are being sent as a URL link to take you to the message when you click on it. Somehow the software we send messages through can tell if your phone is smartphone, so people with an ordinary phone will still get separate messages.

This is expected to save over £100,000 per year, just in Wiltshire, which can be used to purchase additional patient care.

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.

Where to go for the right medical help

999

Dial 999 for life-threatening emergencies

111

111.nhs.uk

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

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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.

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 Spring COVID vaccinations will be organised through the PCN, but be available at individual practices



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.

Food banks in the Trussell Trust network have seen the highest ever
level of need in a six month period, providing 1.5 million emergency
food parcels to people between April and September last year. A
record 540,000 emergency food parcels were provided to support more
than 265,000 children across the UK.

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

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

We are in special need of the following:

UHT dairy milk

Tinned ham

Long life sponge puddings (minimum of 4 months to best
before date)

Instant mash potato

Shampoo and/or conditioner

Small Easter Eggs - these must be with us by 15 March please
to give us time to distribute them before Easter.

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](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.

Changes to NHS WiFi

Between now and the 1st March the BSW ICB IT team will be remotely upgrading the way NHS Wi-Fi works to make it easier for patients to connect. After reviewing the service over the past 5 years and in conjunction with the GP DPO the ICB has decided to remove the requirement to have to register with an email address. We have made this decision as over the past 5 years there have not been any instances where collection of this data has helped and this creates a barrier for people to connect.

Please remember the NHS-Wifi is mainly aimed at the public and if any Public Sector staff need guest wifi to connect to work they should continue to use Gov-Wifi

<https://www.wifi.service.gov.uk/connect-to-govwifi/> as more bandwidth is provided for the public sector Gov-Wifi connection compared to the public one (i.e it's faster). Gov-Wifi is the system available on army bases, libraries and many other public service sites.

Once the NHS Wifi Change has been made at Courtyard Surgery the home page use see when using the Wifi will be simplified

Appointment Data

We have new data for the 2023, so we can compare with previous years. Back in 2019 we had 6,683 appointments per thousand patients, this has risen each year to 10,553 per thousand patients. In 2023, per thousand patients, there were 8,049 face to face appointments, 5056 GP appointments and 4,069 same day appointments booked. There were 120 appointments where someone did not arrive. If you can not come, please phone us and warn us so that we can offer it to someone else, call the next patient in early, or plan some admin work.

We do not do a lot of home visits, but have averaged about a dozen each week

There has been a lot of talk in the press about long waits to see a GP and recently our computers have been counting appointments made for 4 weeks or more in advance. 4.25% of our appointments are for this far ahead, mainly when follow ups booked when you are seeing a GP.

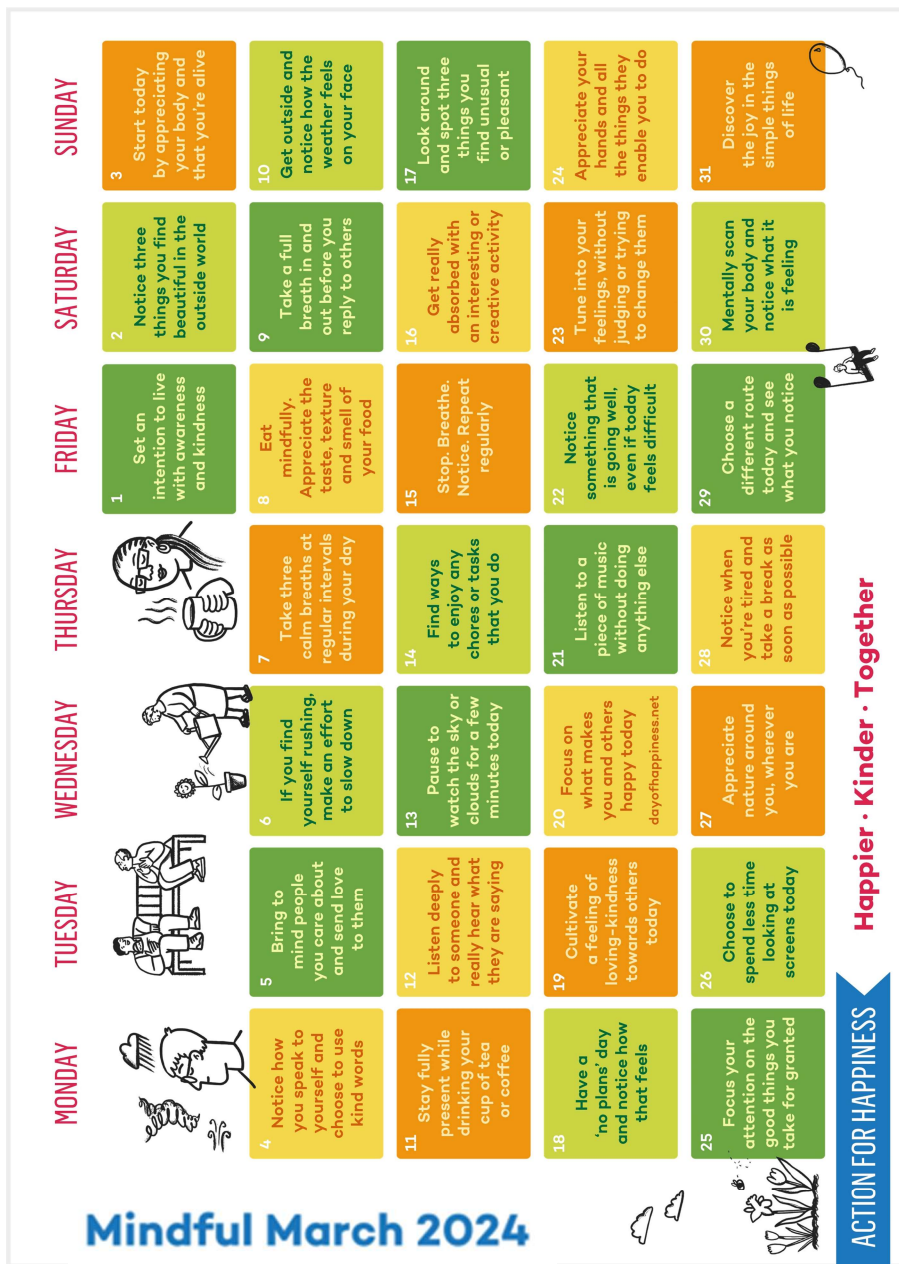
Telephone Data

General practices are expected to use phone data to plan staffing levels. This means that we have more staff available when the data suggests we will be busy, mainly Monday morning and Friday afternoon. We do not employ people to just answer the phone. They all have additional skills so if you phone us you may be speaking to the person who has processed your prescription, sent your referral or added a hospital letter to your record.

We do this because sometimes 3 or 4 people will be calling us at the same time then we will have gaps with no calls. In an average week the Patient Liaison team will be speaking on the phone for a total of under 21 hours.

Our current average time for answering the phone is 41 seconds, though the average time for people to hang up because the wait is too long, is only 31 seconds.

If we miss a call and can link the number to a patient, we will try to call back, but this does not always work, so please try again a few minutes later.



This calendar is available at [Mindful March | Action for Happiness](#) and can be downloaded into electronic calendar files including Google.

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.

If you have not been vaccinated and have not had measles you can still be vaccinated at the surgery.



ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. The ReSPECT process creates a summary of personalised recommendations for a person's clinical care in a future emergency in which they do not have capacity to make or express choices. Such emergencies may include death or cardiac arrest, but are not limited to those events. The process is intended to respect both patient preferences and clinical judgement. The agreed realistic clinical recommendations that are recorded include a recommendation on whether or not CPR should be attempted if the person's heart and breathing stop.

The plan is created through conversations between a person (and often their family) and one or more of the health professionals who are involved with their care. The plan should stay with the person (Green top bottle in Fridge) and be available immediately to health and care professionals faced with making immediate decisions in an emergency in which the person themselves has lost capacity to participate in making those decisions.

Plans are being developed so that the form could be seen by ambulance crews and paramedics called to an incident away from the home. At the moment the possibility of being involved in an accident at Black Dog Crossroads is much in mind.

[ReSPECT for patients and carers](#) | [Resuscitation Council UK](#)