

# COURTYARD SURGERY



**Patient Newsletter April 2024**

**Friends of Courtyard Surgery**  
**The AGM for FOCS will be on Tuesday April 9th at 6.30pm in**  
**the surgery.**  
**All Patients welcome.**

## **COVID Vaccination Spring Campaign**

Start Date – 15th April 2024

Care Homes and Housebound – 15th April

All other eligible cohorts – 22nd April

Care Homes complete by Sunday 26th May

The campaign ends on 30th June, but we will probably stop earlier.

The only vaccine we will have access to will be Spikevax XBB 1.5 There are 5 doses per vial so we will be booking appointments in batches of 5, if you cannot come for a booked appointment, please let us know in advance so that we can phone around to find someone to use your dose.

Texted and e-mailed links to book your appointments will start to go out before April 15<sup>th</sup> to eligible patients, and anyone who has not booked or said they do not want to be vaccinated in this round will get phone calls after the 15<sup>th</sup>. People living close to the surgery may get calls on the day inviting them in.

The National Booking Site will open for public booking from April 15th with no appointments available before April 22nd. Our appointments will not be available on the site, but some in Devizes may be.

**We will only book appointments for Sarum West PCN Patients.**

## The Clinical Team

**Dr Helen Osborn** is the Nominated GP for all our patients. She has clinics throughout the week.

**Dr Kate Craufurd**, is usually with us on Wednesdays & Fridays. Some of these sessions may be done from home.

**Dr Hussein Alibhai** is with us on Thursdays, 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 Advanced 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 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.

**Mandy Dingwall and Sara Bailes** are employed by the PCN and will be providing specialist support for our 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. Charlotte will be leaving us in a few months time to go to medical school.

**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.

**Victoria Minton** Practice manager. Victoria mainly works from home but comes in one day a week which is variable.

**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.

**Sarah Osborn** who has worked in reception and is now at medical school still does remote admin work for us. This summer she is taking part in a cycling event from Northern Italy to the Arctic Circle.

<https://northcape4000.com/northcape4000/>

<https://www.justgiving.com/page/sarahcycles>

## **Accessing information**

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

Further Changes to the website have been paused.

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 a 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 a 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 are 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.

Urine tests

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 prescription for a small range of medications, 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

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**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](http://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](http://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 usually 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. There is no charge for preparing a SARS report and it should be with you within 2 weeks.

## **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](mailto: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 is 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**

The BSW ICB IT team have upgraded 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. they 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 which is faster and secure <https://www.wifi.service.gov.uk/connect-to-govwifi/> to find out if you can register for this service. Gov-Wifi is the system available on army bases, libraries and many other public service sites.

There will be further work in the next 212 months to make the wifi even faster.

The wifi use is monitored at a distance, and if used for downloading films, or at night it can be interrupted remotely.

## Adult Vaccinations

We have finished our Autumn 312 COVID and Flu vaccinations but are still offering, 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. 96% , <65 ATRISK 82% ,

Pneumococcal Over 65s 88.3%

Shingles 82.8%

### 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.**



## **The Courtyards at Courtyard Surgery**

Ivy in the back courtyard was trimmed back this winter, but still provides somewhere for smaller birds to nest.

The changeable weather earlier this year led the pigeons to nest in the front garden, and one egg hatched out, but the chick did not survive a later cold snap. I expect they will nest again soon.

The snowdrops have finished flowering and as I write this the daisies, grape hyacinth and Forsythia are in bloom.

One of the tubs at the front of the surgery had started to rot, so the soil and plants have been moved to a new tub at West Lavington Village Hall. 2 or 3 pallets will be needed to build a taller replacement to go beside the wheelchair ramp. If you have any please leave a message at the surgery for Colin, and they will be collected and turned into a new plant container.

## **QOF – Quality and Outcomes Framework**

GPs used to get paid based just on the number of patients they had. Now GP practices get paid extra for reaching targets for providing good care. This was brought in as a way of rewarding good practices and providing an incentive to get not so good practices to improve.

Different numbers of points are linked to different illnesses or activities, depending on their complexity, how common they are, and how important NHS England feels they are. For instance Diabetes 67 points, Childhood Vaccinations 64 and strokes 11.

This year we scored 619 points out of 635, last year the national average was 573.79 points.

## **New partnership to support unpaid carers announced**

Wiltshire Council has announced Age UK Wiltshire working in a consortium with Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action and many more charities called Carers Together Wiltshire will provide respite, and a range of support to adult unpaid carers from the age of 18 such as training, carers cafes and awareness raising in the community for unpaid carers. They will also work closely with Wiltshire Council to continue conducting carers assessments.

Community First has been awarded the contract for younger adult and young carers from ages 5 – 25, focusing on support in primary schools and supporting Wiltshire Council with their work with secondary schools and colleges, understanding their rights and what support is available to them and giving them opportunities to carry on doing the things they enjoy – whilst also teaching them key life skills as they grow up.

There will continue to be a Wiltshire Carer Card which will provide unpaid carers with ID as a carer and record emergency contact details. This will be available as a physical card and a digital app for smartphones, if preferred. Unpaid carers can continue to use the emergency card they already have while they wait for the new card. The new providers will also continue to work closely with hospitals to ensure unpaid carers are supported. Assessments for unpaid carers will continue as normal.

From the 1 April Carer Support Wiltshire will continue to run its services independently of the council including carer cafés, the Hear to Talk service, family support and activities, carer wellbeing workshops, young carer activities, carer grants and their Bereavement Help Points. The unpaid carers contract is jointly funded by Wiltshire Council and the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB).

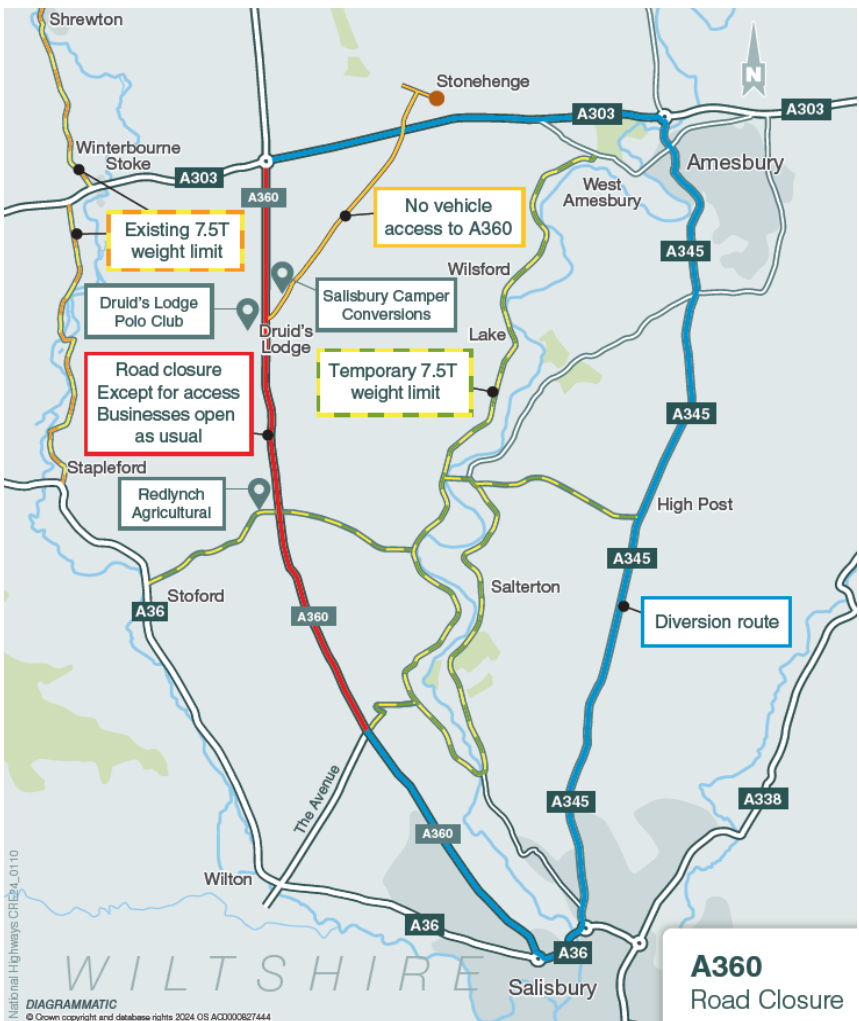
### **A new service at Salisbury District Hospital**

SDH wifi now includes gov.net access so if you have an nhs.net, gov.net or MOD.net e-mail address you can register to get access to the fast secure wifi, which is also available within military bases, Wiltshire Council offices and libraries, and at Courtyard and other Wiltshire Surgeries.

PARTS of the A360 will be closed for three months as work begins in preparation for the Stonehenge Tunnel. Work to supply electricity for National Highways' A303 Amesbury to Berwick Down tunnel past Stonehenge is scheduled to start in April.

A section of the A360, between the junction of The Avenue and Longbarrow junction on the A303, will be closed for three months from early April, just after the Easter Bank Holiday weekend.

If you are going to Salisbury District Hospital during this time the best route from the Devizes and West Lavington areas will probably be via Tilshead, Chitterne, Codford, the A36, and round the back through West Harnham, which avoids having to cross the A303 at Winterbourne Stoke, otherwise use an online routefinder map like [maps.google.co.uk](https://maps.google.co.uk).





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](#)

Sarum West PCN has decided to spend the next 12 months, transferring all old Respect forms to the digital format and creating all new ones digitally. This means that wherever someone makes changes, the latest version is always available, here, at hospital and for paramedics.

# Active April 2024

**MONDAY**

1 Commit to being more active this month, starting today

8 Give your body a boost by laughing or making someone laugh

15 Get active by singing today (even if you think you can't sing!)

22 Enjoy moving to your favourite music. Really go for it

29 Become an activist for a cause you really believe in

**TUESDAY**

2 Spend as much time as possible outdoors today

9 Turn your housework or chores into a fun form of exercise

16 Go exploring around your local area and notice new things

23 Go out and do an errand for a loved one or neighbour

30 Make time to run, swim, dance, cycle or stretch today

**WEDNESDAY**

3 Listen to your body and be grateful for what it can do

10 Have a day with less screen time and more movement

17 Be active outside. Plant some seeds and encourage growth

24 Get active in nature. Feed the birds or go wildlife-spotting

**THURSDAY**

4 Eat healthy and natural food today and drink lots of water

11 Set yourself an exercise goal or sign up to an activity challenge

18 Try out a new exercise, activity or dance class

25 Have a 'no screens' night and take time to recharge yourself

**FRIDAY**

5 Turn a regular activity into a playful game today

12 Move as much as possible, even if you're stuck inside

19 Spend less time sitting today. Get up and move more often

26 Take an extra break in your day and walk outside for 15 minutes

**SATURDAY**

6 Do a body-scan meditation and really notice how your body feels

13 Make sleep a priority and go to bed in good time

20 Focus on 'eating a rainbow' of multi-coloured vegetables today

27 Find a fun exercise to do while waiting for the kettle to boil

**SUNDAY**

7 Get natural light early in the day. Dim the lights in the evening

14 Relax your body & mind with yoga, tai chi or meditation

21 Regularly pause to stretch and breathe during the day

28 Meet a friend outside for a walk and a chat



**ACTION FOR HAPPINESS**

**Happier · Kinder · Together**

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

## **Appointment Data**

Appointment data is collected for all practices in England, 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 cannot come, please phone us and warn us so that we can offer the appointment 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

## **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. 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.

## **One week in March was exceptional, even for us.**

Monday 11th 132 incoming calls, only 4 people hung-up before we answered.

Tuesday 12th 95 incoming calls, no hang-ups

Wednesday 13th 89 incoming calls no hang-ups

Thursday 14th 115 incoming calls, 6 Hang-ups

Friday 15th 96 incoming calls, 4 hang-ups

On Monday 25<sup>th</sup> we had 159 incoming calls with 9 hang-ups, and the Patient Liaison team spent over 5.7 hours answering incoming calls.

## **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, stewing steak or meat balls.

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

Instant mash potato, cup-a-soup, tea and instant coffee.

Shampoo and/or conditioner, Soap, Toilet rolls & Sanitary pads

### **Food donation points**

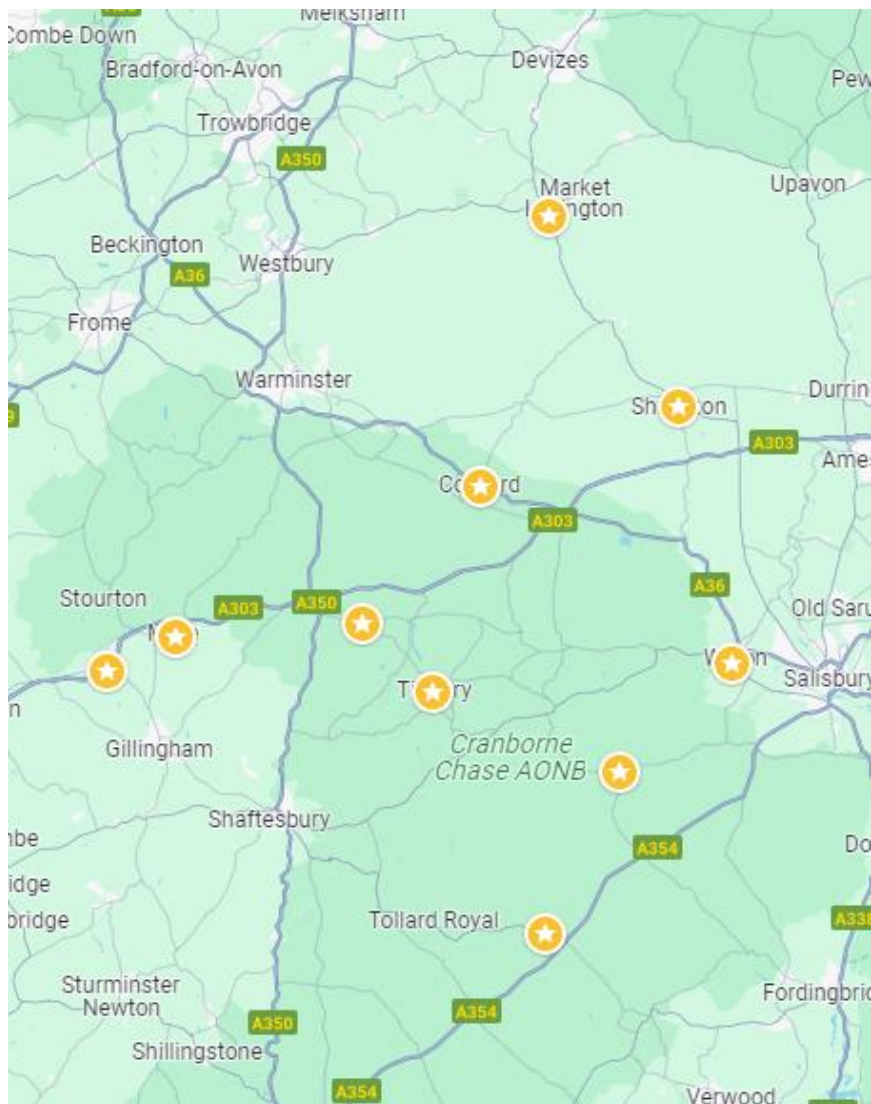
Waitrose and Tesco in Marlborough

Morrisons and Sainsburys in Devizes

## 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 from April 22nd





## 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 April 2025. For instance ear syringing was only available in Swindon, and Wiltshire provided extra support for elderly people.

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



**Better Health** **Start for Life** **NHS**

**LOAD THEM UP...**

90% of brain growth happens before the age of five. What you do together can make a huge difference.

Search Start for Life for tips and advice.