

COURTYARD SURGERY



Patient Newsletter June 2024

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 and Fridays, alongside working from home.

Dr Kemi Oluwakemi is a GP registrar with us until the summer.

Visiting Locums – we have regular locums, Dr Peter Phillips, Dr Elizabeth Parry, Dr Michelle Hall 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.

Christina Smith, Sara Bailes, Mandy Dingwall, and Xanthe Vanderputt are our extended care team and Social Prescribing Link Workers, providing help and support for patients here and at The Orchard practice. They each have specialist skills and knowledge.

Social prescribing link workers connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice.

Social prescribing works particularly well for people with low level mental health needs, who feel lonely or isolated, with long term conditions and complex social needs.

Social prescribing link workers work collaboratively across the health and care system, targeting populations with greatest need and risk of health inequalities. They collaborate with partners to identify gaps in provision and support community offers to be accessible and sustainable.

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 September to go to medical school.

Phones.

From the middle of May we started having problems with our phones. If we phoned people with a new BT/EE wifi hub we got no ringing tone and neither side could hear the conversation. This wasn't just for landlines, but for mobiles as well if they were connected to the hub for wifi calls. Our phone system supplier has been made aware of the problem and will be working with BT to sort out the problem.

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, IT and Finance Manager, 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, answering phones and reading the electronic messages and e-mails that you send. They triage all the messages and pass them to the person best suited to handle your problem. This may mean that they will pass you straight to Yvone, our physiotherapist, or to one of the Social prescribing Team members.

They prepare your 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>



NHS

Measles cases are on the rise. Find out more about the MMR vaccine to protect against becoming seriously unwell.

www.nhs.uk/mmr

Where to go for the right medical help

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



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

This leaflet is available in alternative formats at www.nhs.uk/staywell
Email england.campaigns@nhs.net for braille copies.

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.

Health risk screening, risk stratification and you

Risk stratification is a process GPs use to help them:

- identify and support patients with long-term conditions
- prevent un-planned hospital admissions
- reduce the risk of certain diseases developing
- Improve your current treatment, for example, when a new medication becomes available that may give better results

Personal information about your health and care helps us to support you.

Personal information used includes: age, gender, GP Practice and hospital attendances; medications prescribed; medical conditions and other things that affect your health.

You can choose whether you want your confidential patient information to be used in this way.

If you are happy you do not need to do anything.

If you do not wish your data to be included you can choose to opt-out through the National Data Opt-Out process.

Find out more

You can find out more about health risk screening and risk stratification by scanning this code or by visiting:

<https://bswtogether.org.uk/health-risk-screening-risk-stratification-and-you/>



Bereavement Help Point at The Bear, Market Place Devizes

1st and 3rd Tuesdays of every month

The Bereavement Help Point is a community-based drop-in service where all people who are bereaved are welcome. It's a space to meet and talk with others who may be experiencing similar thoughts and feelings, in an informal and supportive setting.

All sessions are free of charge, and there's no need to book. It takes place on the 2nd and 4th Tuesdays of each month, at The Bear Hotel in the Market Place, and runs from 10.30am to 12.30pm.

It's an event developed by St Giles Hospice Care, funded by Devizes Town Council, Devizes Lions, Worton and Potterne Parish Councils, and delivered by Dorothy House and Carer Support Wiltshire.

No Worries! Wiltshire

**A young people's sexual health and contraception service for
Wiltshire residents aged 13-24 years old.**

The confidential service is available at participating venues across Wiltshire.

Services available are:

- emergency hormonal contraception (EHC) / Emergency copper coil (IUD) - depending on the method available at the venue you attend and your preference.
- free condoms and condom demonstration.
- pregnancy testing.
- chlamydia self test kits and treatment available for patient and partners.
- advice and support around sexual health.

This service is available from some Pharmacies (including Boots Devizes and Day Lewis at Market Lavington), and some GPs, (though not at Courtyard Surgery or the Market Lavington and Devizes practices).

<https://adults.wiltshire.gov.uk/Services/1159>
www.wiltshire.gov.uk/public-health-sexual-health

Feedback from our patients

All businesses strive to find out what their customers think of the service or product they provide, so that they can improve what they supply.

GP practices are required to collect this type of information, and also share statistical data with NHS England.

We collect information in three ways, paper Friends and Family forms, links to questionnaires sent to patients by text or e-mail, via an nhs website or Google and by listening, recording and discussing what people say to us. This is particularly important where people have given us a poor rating so that we can improve.

This is how we have been reviewed between April 23 and March 24
Google average 4.5 stars

NHS no recent reviews

Paper forms: 79 Very Good, 7 good, 2 poor and 2 very poor.

Texted forms: 10 good and 1 poor

Conversations: 88 compliments and 3 complaints.

Additional feedback provided on the forms suggests that the main things people like about us are the friendly helpful staff, the speed at which we answer the phones, and how soon people can get appointments. The complaints centre on not being prescribed the product people want, problems with referrals and not always being able to see their preferred GP.

The NHS/IPSOS GP Patient Survey

This is a survey sent out annually to a random collection of patients. There are 63 questions about the GP practice, the pharmacy the patient uses, the last appointment and the patient.

The 2024 survey results haven't been released yet, but in 2023 86% of the people replying said that their overall experience of Courtyard Surgery was good.

98% found it easy to get through by phone compared with a national average of 50%.

98% found our receptionists helpful compared to 80% nationally.

Full details are available at <https://www.gp-patient.co.uk/>

Whether positive or negative, please feel free to comment on us so that we can continue to improve.

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 England

Please also tell us if you are emigrating, or living abroad for an extended time.

If moving abroad, which includes Wales, Scotland and Northern Ireland, 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, or using the Airmid App. Please list what you want rather than just saying “everything on my squirrel” to avoid missing something or us 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.

Holidays

If you have a squirrel in place you can contact your pharmacy and ask to pick it up early.

Holidays in England

If you forget your medication and are on holiday in England local pharmacies can often prescribe small amounts of some types of medications and we get an e-mail to say they have done this.

If they cannot prescribe for you, send us an e-mail at reception.courtyard@nhs.net, explaining what you need and why, plus the postcode of the place you are staying in England. We can send a prescription to the closest pharmacy and e-mail you the address of the pharmacy and the PIN for your prescription,

Family, friends and carers open day at Dorothy House

Wednesday 5 June 2024

10.30am - 1pm and 2pm - 4.30pm

Dorothy House, Winsley, BA15 2LE

Please do share this flyer with anyone you feel might benefit from advice on how to look after themselves and their loved ones.

This is a totally free event, offering practical tips on topics such as nutrition, finances, self-care and manual handling.

[Anyone planning to attend should complete this form.](#)

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,

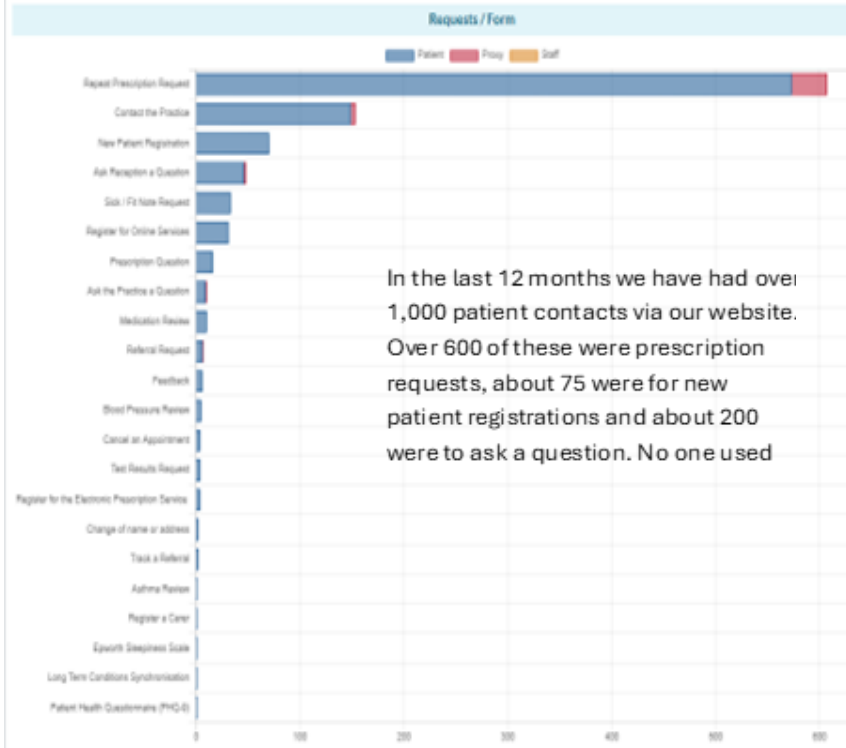
Sinusitis,

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.

Last 12 months



In the last 12 months we have had over 1,000 patient contacts via our website. Over 600 of these were prescription requests, about 75 were for new patient registrations and about 200 were to ask a question. No one used

Health care has many problems, including undervalued and overburdened general practices. At the same time climate change and biodiversity loss are changing our world. We all need to take action now to ensure better health for us and our patients tomorrow.

This toolkit helps your general practice improve our sustainability; reduce our practice expenses; reduce our carbon footprint; and adapt to the climate changes. It answers the question – ‘What actions should we take in our practice?’

The NHS is responsible for 4-5% of the UK’s carbon footprint. To have a 50% chance of avoiding the consequences of $>1.5^{\circ}\text{C}$ of warming, our global carbon emissions will have to reach net-zero by 2050. Using Green Impact is one way that your practice can join the journey towards a low carbon, sustainable way of living.

We have signed up to the Green Impact Toolkit to help us reduce our carbon footprint. We will share any successes with you all.



On May 20th a local flock of ducks was attacked. 2 that managed to escape were looked after here until the owner could collect them.

We are recognised as a Veteran Friendly Practice. Only 2.9% of our patients are listed as veterans. If you are a veteran or did National Service, please let us know.

In some cases veterans have access to faster referrals and additional medical resources.



Armed Forces veteran friendly accredited GP practice

Devizes

South West

Constituency

Neighbourhoods

At the 2021 census, **6,628** people in **Devizes** reported that they had previously served in the UK armed forces. This represents **7.9%** of the population aged 16 and over.

This compares with **5.6%** of the population in the South West and **3.8%** in England & Wales.

The table below gives a breakdown for all response categories to the census veteran question.

Responses to the census veteran question, population aged 16+

Have you previously served in the UK armed forces?	Constituency	Region/nation	England & Wales
Regular forces only	6.5%	4.5%	2.9%
Reserve forces only	1.0%	0.9%	0.7%
Both regular & reserve forces	0.4%	0.2%	0.2%
Has not previously served in any UK armed forces	92.1%	94.4%	96.2%
Total	100.0%	100.0%	100.0%

Proportion of veterans who served in the regular forces, reserve forces or both

● Constituency ● Region/nation ● England & Wales



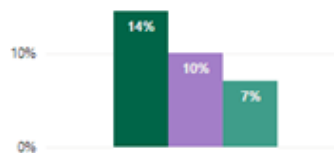
Household estimates

6,047 households in Devizes had at least one veteran.

This represents **14.5%** of households in the constituency, compared to **10.1%** in the South West and **7.0%** in England & Wales.

Percentage of households with at least one veteran

● Constituency ● Region/nation ● England & Wales








Joyful June 2024



ACTION FOR HAPPINESS

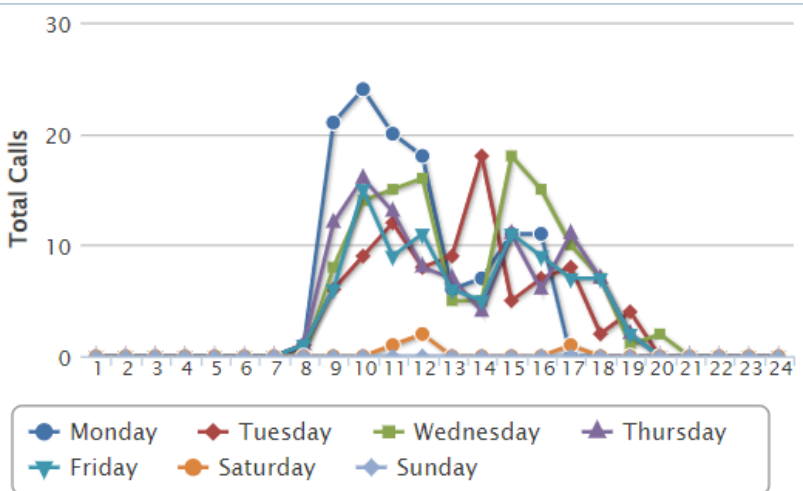
Happier · Kinder · Together

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 <p>3 Re-frame a worry, and try to find a helpful way to think about it.</p>	 <p>4 Take a photo of something that brings you joy and share it.</p>	 <p>5 Think of 3 things you're grateful for and write them down.</p>	 <p>6 Get out into green space and feel the joy that nature brings.</p>	 <p>7 Do something healthy which makes you feel good.</p>	<p>1 Decide to look for what's good every day this month.</p>	<p>2 Say positive things in your conversations with others.</p>
<p>10 Bring joy to others by doing something kind for them.</p>	<p>11 Eat good food that makes you happy and really savour it.</p>	<p>12 Write a gratitude letter to thank someone.</p>	<p>13 Take a light-hearted approach. Choose to see the funny side.</p>	<p>14 Share a happy memory with someone who means a lot to you.</p>	<p>15 Look for something to be thankful for where you least expect it.</p>	<p>16 Speak to others in a warm and friendly way.</p>
<p>17 Take time to notice things that you find beautiful.</p>	<p>18 Look for something good in a difficult situation.</p>	<p>19 Get outside and find the joy in being active.</p>	<p>20 Rediscover and enjoy a fun childhood activity.</p>	<p>21 Send a positive note to a friend who needs encouragement.</p>	<p>22 Watch something funny and enjoy how it feels to laugh.</p>	<p>23 Create a playlist of uplifting songs to listen to.</p>
<p>24 Bring to mind a favourite memory you feel grateful for.</p>	<p>25 Show your appreciation to people who are helping others.</p>	<p>26 Make time to do something playful, just for the fun of it.</p>	<p>27 Be kind to you. Do something that brings you joy.</p>	<p>28 Notice how positive emotions are contagious between people.</p>	<p>29 Share a friendly smile with people you see today.</p>	<p>30 Make a list of the joys in your life (and keep adding to it!).</p>



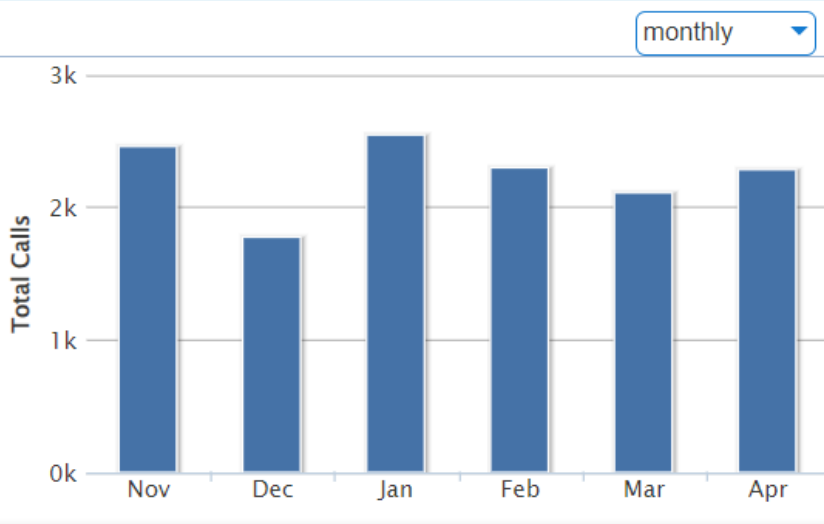
This calendar is available at <https://actionforhappiness.org/joyful-june> and can be downloaded into electronic calendar files including Google.

Calls received per hour



We aim to have more staff available to answer the phone when we expect to be busy, but this graph gives an idea of the best times to call.

Calls received



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

Between 1 April 2023 and 31 March 2024, we gave out 1123 emergency food boxes to local people who didn't have enough money for essentials, feeding 1669 adults and 1181 children - that's a total of 2850 people.

2024/2025 has already started quite busy with 100 food boxes given out during April feeding 277 people, of which 116 were children.

The emergency food boxes are made up from food and other items generously donated by community and church groups, schools, local businesses and kind individuals - people like you! We do ask that the food that is donated is non-perishable and has a minimum of 4 months until the best before date as we are not allowed to give out anything that is out of date. We also ask that you check our Facebook page or website for the items that we most need.

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



The back courtyard where we can take a break for lunch. One of the tubs has been planted with tomatoes for a really fresh salad.

Family Hub
Wiltshire Council

All Together
Supporting families in Wiltshire

Everyone needs help sometimes.

Find out about Family Hub Wiltshire Council

Scan me

In partnership with
Spurgeons
Wiltshire Council

Services offered by Family hubs:

- one to one support in the home
- parenting advice and groups led by staff and volunteer parents/carers
- advice around early learning and help to access services
- support from community based 'navigators' who can help with everything from finding sources of support, through to accessing education and returning to work

**Better
Health**

**Start
for Life**

NHS

IT'S OK
I'M NEW TO THIS TOO

If they could tell you, they'd say to give it a go.
Visit [Start for Life](#) for support.

National Breastfeeding Celebration Week

25-29 June

GP practices have a duty to make reasonable adjustments for disabled people when accessing services.

If we can make a reasonable adjustment to make our contact with you better, please let us know.

Examples include, someone with a hearing difficulty preferring to be contacted by text or email, or ensuring that the staff you meet can access a hearing loop transmitter.

Disabilities include:

Problems with sight or hearing

Conditions where the effects vary over time or come in episodes, such as osteoarthritis, rheumatoid arthritis, fibromyalgia, Myalgic encephalomyelitis (ME).

Progressive conditions such as motor neurone disease, muscular dystrophy and forms of dementia

Conditions which affect certain organs such as heart disease, asthma, and strokes

People with a learning disabilities

Learning difficulties such as dyslexia and dyspraxia

Autistic spectrum disorders

Mental health conditions – for example, depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder

Impairments due to injury to the body or brain.

Epilepsy

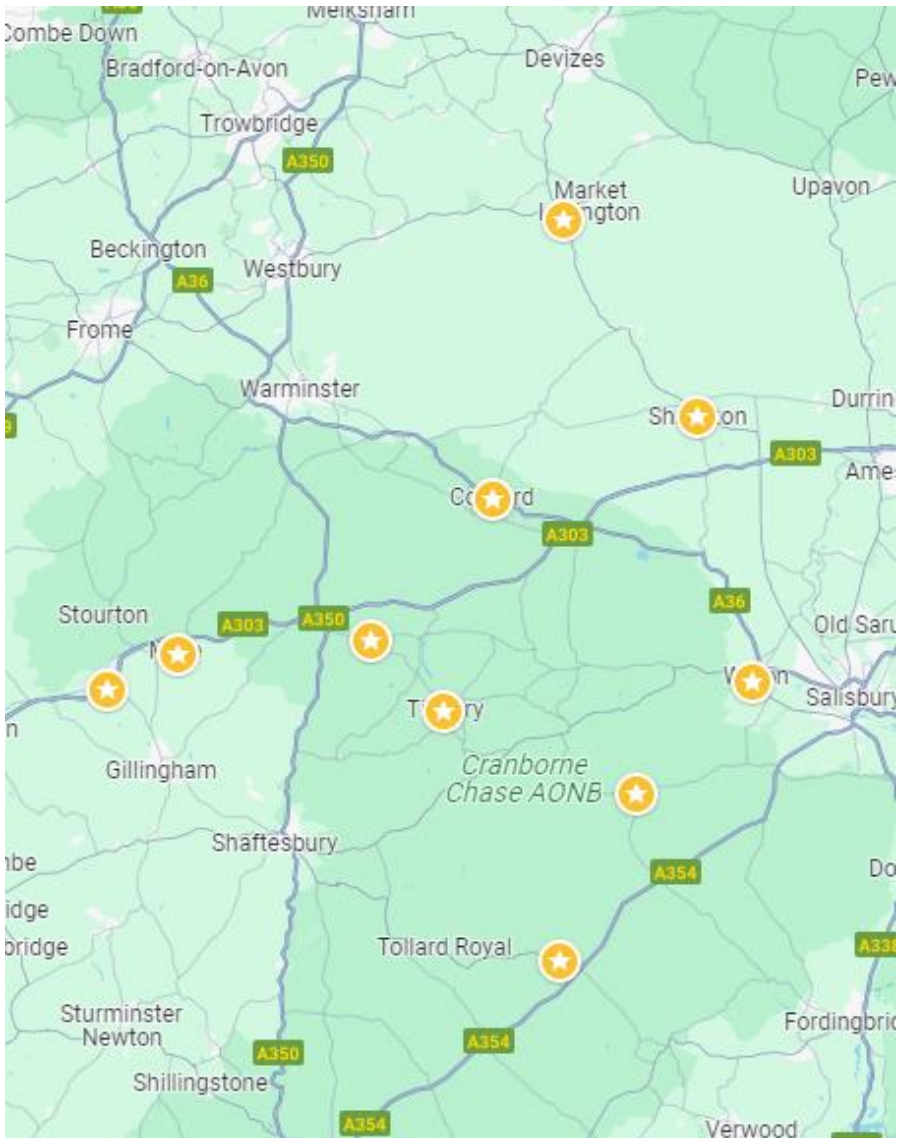
Our patients are the experts on how we can make their lives easier. Let us know what we can do, and if we can, we will make changes to how we provide you with care.

Staff can be told of the help we will provide through a pop-up when they open your record, and this note can be restricted to this surgery or made available at other healthcare providers who open your medical record.

So, if we are asked to send you letters in **Large Print**, then the hospitals should do the same, if you want us to share the information..

Sarum West Primary Care Network

This is a group of small Wiltshire practices working together to provide care for their patients. The practices cover mainly Central Wiltshire, but also some people living in Hampshire and Dorset. We now have specialised staff who share their time between our patients and those at Shrewton, Codford and Wilton surgeries. We all look towards Salisbury Hospital to provide secondary care for our patients.



Cremation Forms

I have been asked to clarify if GPs should still be issuing cremation forms given that the ME should have become statutory on 1st April. There is now information which can be found on this link:

<https://questions-statements.parliament.uk/written-statements/detail/2024-04-15/hcws395>

The statutory ME system is now coming into force on 9th September 2024. I have double checked with the General Register Office and they believe that the current process will not change until then. This would indicate that GPs should still issue cremation paperwork until the ME truly becomes a statutory service when they will, in effect, replace the medical referee at the crematorium as the second Doctor scrutinising the death.

Just for your information, the Registrar issues a green Form 9 for Burial or Cremation when the next of kin register a death and we have always done so. It does not replace the cremation forms which the Doctor issues but is in addition to them. We will continue to issue them after 9th September when the cremation forms are no longer used.

Fiona Davey

Registrar of Births, Deaths and Marriages

Wiltshire Registration Service

Get active, sleep better

Physical activity releases feel-good hormones called endorphins, which help us sleep better. The better we sleep, the better our energy levels, mood and ability to concentrate.



[Carer ID Card - Wiltshire Carers](http://carerfriendlywiltshire.org.uk/carers-id-card) [\(carerfriendlywiltshire.org.uk/carers-id-card\)](http://carerfriendlywiltshire.org.uk/carers-id-card)

Proves you're a carer when you are out and about.
Records your In Case of Emergency contact details.
Access to Carer offers and Discounts.
A Physical card and a Phone download.



Your Carer ID Card also gives you access to national offers exclusively available for Carer ID Card Holders via our Wellbeing Directory. Over time, we'll be working with local organisations to bring local offers to your area too. You can also access a wide range of online offers through our affiliate partnership, Discount for Carers.

When you are asked for proof that you are a verified Carer. In healthcare settings to be included in the conversation around medical planning for the person you care for. With an employer to be recognised as a working Carer and request additional support due to your caring role. If you have an emergency, others will know you're a Carer and be able to contact your nominated person.

