

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 is going to be staying with us until October.

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.

WARNING

Some supplies of cannabis tested in Swindon have contained Nitazenes. These are synthetic opioids stronger than Fentanyl

There were 19 deaths or reported overdoses between May 10th and June 5th.

If a user falls unconscious, has hallucinations, extreme mental confusion or shallow or no breathing, call an ambulance and they will have Naloxone.

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>

Royal Jelly

People use royal jelly for symptoms of menopause. It's also used for hay fever, diabetes, premenstrual syndrome (PMS), obesity, dry eye, and many other purposes, but there is no good scientific evidence to support these uses.

When taken by mouth: Royal jelly is possibly safe when used short-term. Doses of up to 4.8 grams daily have been used safely for up to 1 year. It's usually well-tolerated. But people with asthma or allergies might experience an allergic reaction.

When applied to the skin: Royal jelly is possibly safe when used for up to 6 months. It might cause skin irritation and rash in some people.

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.

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 Devides and Day Lewis at Market Lavington), and some GPs, (though not at Courtyard Surgery or the Market Lavington and Devides practices).

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

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), 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.

Data Security and Protection Toolkit



2023-24 (version 6)

Courtyard Surgery (J83619)

39 High Street, West Lavington, Devizes, Wiltshire, England, SN10 4JB



Standards met

Date of publication: 04 June 2024 (valid to: 30 June 2025)

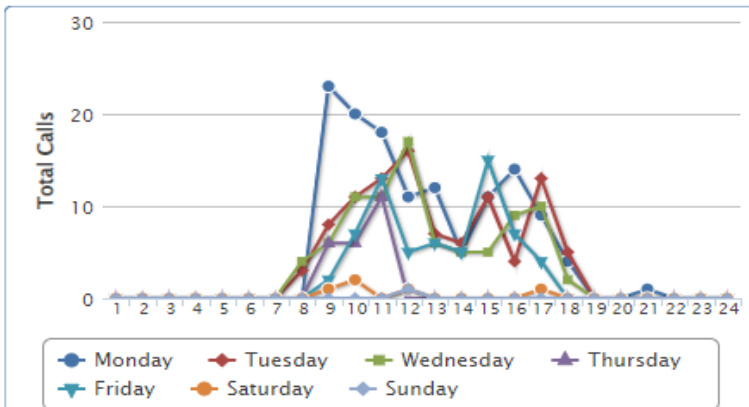
This organisation has completed a Data Security and Protection Toolkit self-assessment to demonstrate it is practising good data security and that personal information is handled correctly.

www.dsptoolkit.nhs.uk

Our phone system

We get sent information about when we get calls, missed calls, and how long we talk to callers, as well as live information if calls are queuing up. We use this information to plan staff rotas, and plan work around the calls. More staff on Monday mornings, fewer on Thursday. Today (Thursday 27th) we had 2 staff on duty from before 8am, they answered 29 calls spent 1hr 15mins, talking on the phones, and also arranged an emergency blood test, liaised with hospitals, made new referrals and chased others, checked e-mails and other electronic messages, prepared prescriptions for the doctors to sign and send, contacted pharmacies, added letters to patient records, and much more. We expect to answer your calls in less than 1 minute, but sometimes the wait will be longer.

Calls received per hour





Scan me

For families of children aged 0-12 yrs

Five To Thrive

Join us online for fun filled practical sessions where we can share ideas to develop the positive connection between you and your child.



For more information or to book a space phone our free phone number on: 0800 970 4669

www.wiltshirechildrenscentres.org.uk

Join us online via Microsoft Teams

Tuesdays
2nd - 30th July
7.00pm - 8.00pm

1:1 support available to join online sessions

Wiltshire Council

Family Hub
Wiltshire Council

All Together
Supporting Families in Wiltshire

Spurgeons

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. If you find that a stock of something is building up, do not order this item until your stock is used up

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 or text you the address of the pharmacy and the PIN for your prescription,



The Courtyards

The Mayweed which has been in flower is being cut back in patches to let the light through to later flowering plants. Shrubs growing against the walls are being trimmed back, just a few branches every couple of weeks, they are checked for nesting birds before a decision is made to cut.

We have seen Mullion Moth caterpillars in the front courtyard for the first time.



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.

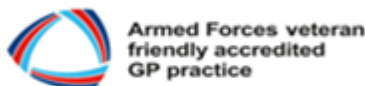
This toolkit helps your general practice improve our sustainability; reduce our practice expenses; reduce our carbon footprint; and adapt to the climate changes. It answers the question – ‘What actions should we take in our practice?’

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°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.

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.



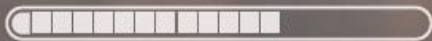
Better
Health

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.

MONDAY

1 Take a small step to help overcome a problem or worry

TUESDAY

2 Adopt a growth mindset. Change "I can't" into "I can't...yet"

WEDNESDAY

3 Be willing to ask for help when you need it

THURSDAY

4 Find something to look forward to today

FRIDAY

5 Get the basics right: eat well, exercise and go to bed on time

SATURDAY

6 Pause, breathe and feel your feet firmly on the ground

SUNDAY

7 Shift your mood by doing something you really enjoy

8 Avoid saying "must" or "should" to yourself today

9 Put a problem in perspective by seeing the bigger picture

10 Reach out to someone you trust and share your feelings with them

11 Look for something positive in a difficult situation

12 Write your worries down and save them for a specific 'worry time'

13 Challenge negative thoughts. Find an alternative interpretation

14 Get outside and move to help clear your head

15 Set yourself an achievable goal and take the first step

16 Find fun ways to distract yourself from unhelpful thoughts

17 Use one of your strengths to overcome a challenge today

18 Let go of the small stuff and focus on the things that matter

19 If you can't change it, change the way you think about it

20 When things go wrong, pause and be kind to yourself

21 Identify what helped you get through a tough time in your life

22 Find 3 things you feel hopeful about and write them down

23 Remember that all feelings and situations pass in time

24 Choose to see something good about what has gone wrong

25 Notice when you are feeling judgmental and be kind instead

26 Catch yourself over-reacting and take a deep breath

27 Write down 3 things you're grateful for (even if today was hard)

28 Think about what you can learn from a recent problem

29 Be a realistic optimist. Focus on what could go right

30 Reach out to a friend, family member or colleague for support

31 Remember we all struggle at times - it's part of being human


ACTION FOR HAPPINESS
Happier • Kinder • Together

This calendar is available at <https://actionforhappiness.org/jump-back-up-july> it can be downloaded into electronic calendar files including Google.

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

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 were able to access COVID vaccines as a group, but vaccinate as individual practices.

