

# COURTYARD SURGERY



## Patient Newsletter September 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 is working closely with our practice nurse Jo Addison.

**Lisa Drewitt** 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.

Dr Alibhai has moved from being a member of the Royal College of General Practitioners, to being a Fellow.

This was approved at the July General Meeting of the Royal College and marks his contribution to providing high quality care to rural patients that is beyond what can be expected from a GP.

## **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 cycled from Northern Italy to the Arctic Circle. Raising over £5000 for East Anglia's Children's Hospices. [Blog — Sarah Cycles](#)

### **Major changes to RUH maternity services and records**

The Single Point of Access (SPA) for maternity services is now live and pregnant women and people can now register for midwifery services coordinated by the RUH using the link on the RUH website. This can be found on the 'Contact Us' page.

[Maternity Services | Royal United Hospitals Bath \(ruh.nhs.uk\)](https://www.ruh.nhs.uk)

Royal United Hospital, Bath, has also launched a central contact line for all parents: 01225 826454 (option 1 for urgent care, and option 2 for routine).

# Where to go for the right medical help

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**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](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)

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This leaflet is available in alternative formats at [www.nhs.uk/staywell](http://www.nhs.uk/staywell)  
Email [england.campaigns@nhs.net](mailto: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.**

## Important changes to suspected cancer referral pathways

As of 1 October 2023, the two-week wait pathway for suspected cancer referrals was no longer a government performance indicator.

This was replaced with a 28 day faster diagnostic standard (a diagnosis or ruling out of cancer within 28 days of referral).

This does not reduce the need to see patients as soon as possible. It does in many cases condense the overall time taken for a diagnosis.

NB: there is no change to the way GPs refer patients onto Urgent Suspected Cancer pathways – the only change is that the NHS will measure how well it is dealing with those referrals by looking at speed of actual diagnosis, not whether the patient has a first appointment within a fortnight. The data submitted by providers will not change, and until the language in the Cancer Waiting Times dataset is updated, expected to be in 2024/25, GPs and providers will still use the “Priority type – Two Week Wait” data item to record performance against this pathway, and our staff may still refer to a “2 week wait referral”.

## 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.



# Wiltshire

## Adult Care and Support Guide **2023/24**

- Staying independent • Support in your community
- Home care • Care homes

## **Respiratory syncytial virus (RSV)**

RSV is transmitted by large droplets and by secretions from contact with an infected person.

Infants under one year of age and the elderly are at the greatest risk of developing severe disease. While most RSV infections usually cause mild illness, infants aged less than 6 months frequently develop the most severe disease such as bronchiolitis and pneumonia, which may result in hospitalisation.

From 1 September 2024, 2 new respiratory syncytial virus (RSV) vaccination programmes will be introduced:

### **Programme for older adults aged 75 to 79 years old**

All adults turning 75 years old on or after 1 September 2024 will be eligible for the routine programme and should be offered a single dose of the RSV vaccine. A one-off catch-up campaign for those already aged 75 to 79 years old on 1 September 2024 will be undertaken at the earliest opportunity.

### **Programme for pregnant women to protect infants**

All women who are at least 28 weeks pregnant (the eligible cohort) on 1 September 2024, will be offered a single dose of the RSV vaccine. After that, pregnant women will become eligible as they reach 28 weeks gestation and remain eligible up to birth.

We have started to contact our patients in the eligible groups and are booking appointments. This vaccine can not be given at the same time as flu or COVID so we will try to get everyone vaccinated in September.

### **Covid and Flu**

Despite or flu vaccines arriving in the first week of September Pharmacies and Practices will not be allowed to vaccinate until October. We will start contacting eligible patients in mid-September to book appointments.

Family Hub  
Wiltshire Council

All  
Together  
Supporting families in Wiltshire

# Being a Parent

For parents of  
children aged 2-11

A 9-week course for  
parents



Full of practical ideas  
and support for you  
as a parent



For more information call  
us on:

**0800 970 4669**

Or visit our website:

[Wiltshiretogether.org.uk/AllTogether](http://Wiltshiretogether.org.uk/AllTogether)

Join us at :

**The Haven Centre**

**Lowa road**

**Tidworth**

**SP9 7BT**

**20th September -**

**22nd November**

**2024**

**10-12**



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**Spurgeons**  
Together with families



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PARENTS  
EMPOWERING  
COMMUNITIES

**Wiltshire Council**



## **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/gpreistration/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](mailto:reception.courtyard@nhs.net), or using the Airmid App. Please list what you want rather than just writing “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](mailto: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 Courtyard Garden



Some of the plants have suffered from the drought in late July and early August, but the deeper-rooted shrubs that we have had for several years have continued to bloom.

### **GP Patient Survey**

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice.

Thank you to everyone who filled a form in.  
On the practice results page you can compare local practices.  
This is particularly useful if you are moving home soon.

Results by Practice

<https://www.gp-patient.co.uk/practices-search>

Results by PCN

<https://gp-patient.co.uk/pcn-dashboard>



# The Friends of Courtyard Surgery (FOCS)

Raising money to buy extra  
equipment to help patients and staff  
at  
Courtyard Surgery

Tickets available from mid-October  
Draw on December 15<sup>th</sup>

Please drop off any prize donations  
at the reception desk

All the blood pressure machines that we lend out, the new ECG machine, and the new vaccine fridge that allows us to provide COVID vaccinations in the surgery were bought by FOCS.

This message was sent to Sarum West PCN.

A huge thank you to all of you who have signed up to the Green Impact for Health toolkit. I can now confirm every one of your practices will be receiving £552.42 each for signing up to the toolkit to use towards sustainability initiatives in your practices.

In total 1/3 of all primary care practices are now signed up and committed to the Green Impact for Health Toolkit across BSW – 29 practices in total. In this process we have had 4 practices come forward to say they were already completing the Green Impact for Health toolkit, and 25 brand new sign ups. There are 2 practices who have achieved their silver award and 4 practices who have achieved their bronze award. One Silver practice is close to reaching gold, and two bronze practices are close to reaching silver by the SOS competition submission date of 30th September.

In addition the top five practices have shared £1750 of competition funding. There have been 302 completed sustainable actions submitted and a total of 1002 Toolkit points registered across 29 practices. Against the backdrop of so many primary care challenges you have achieved so much, so thank you. In Sarum West you have the most amount of practices with the most amount of actions and points. You almost have 6/7 practices signed up in your PCN.

## **This money has to be used to make changes to improve our ecological footprint**

### **BSW ICS Primary care league table**

1	Courtyard Surgery	Silver - £750
2	Malmesbury primary care centre	Silver - £500
3	Newbridge surgery	Bronze - £250
4	Tisbury	Bronze - £150
5	Mere	Bronze - £100
6	Hindon	Bronze
7	Kingswood surgery	
8	Hope House - Radstock	
9	Batheaston surgery	
10	Somer Valley Medical Group:	

## National collection of Telephony data

NHS England requires the following metrics be reportable from GP systems call history: 1. call volumes 2. calls abandoned 3. call times to answer (time taken for a patient to reach their required destination / speak to staff. Reaching the pre-recorded or push button 1 messages to do count as being answered) 4. missed call volumes 5. time period to callers abandoning 6. call backs requested 7. call backs made 8. call length times 9. total number of inbound calls that are answered

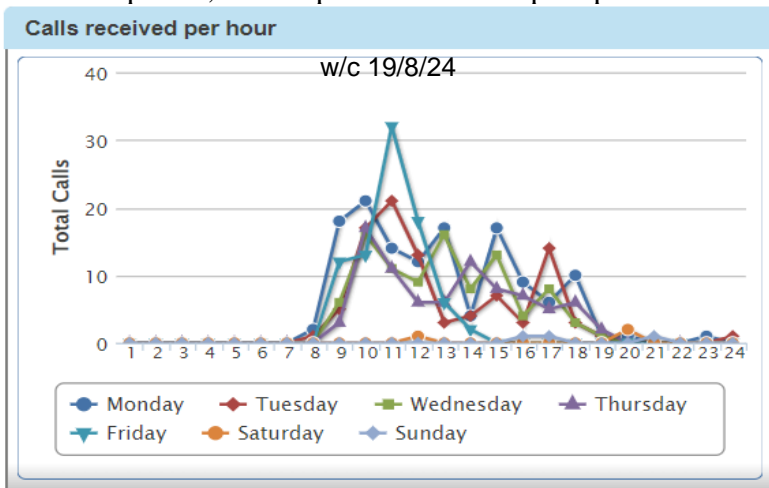
Where possible, cloud based telephony suppliers will provide NHS England with aggregate data as this is considered sufficient to enable NHS England to provide better insight into patient demand and access trends. This will not include the phone numbers of anyone calling the surgery.

This will be used for operational purposes nationally and shared with Integrated Care Boards (ICBs) at regular intervals to inform service improvement. This will provide insight to national and ICB teams regarding the level of demand on general practice.

NHS England requires practices to make this data available from October 2024.

The data will be considered alongside existing data collections, such as online consultations submissions and GP Appointments Data (GPAD), which are already being collected by NHS England.

I would expect, in the future, that this information would be made available to the public, so that patients can compare practices.



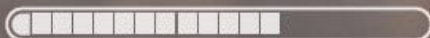
Better  
Health

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.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Find time for self-care. It's not selfish, it's essential	2 Notice the things you do well, however small	3 Let go of self-criticism and speak to yourself kindly	4 Plan a fun or relaxing activity and make time for it	5 Forgive yourself when things go wrong. Everyone makes mistakes	6 Focus on the basics: eat well, exercise and go to bed on time	7 Give yourself permission to say 'no'
8 Be willing to share how you feel and ask for help when needed	9 Aim to be good enough, rather than perfect	10 When you find things hard, remember it's ok not to be ok	11 Make time to do something you really enjoy	12 Get active outside and give your mind and body a natural boost	13 Be as kind to yourself as you would to a loved one	14 If you're busy, allow yourself to pause and take a break
15 Find a caring, calming phrase to use when you feel low	16 Leave positive messages for yourself to see regularly	17 No plans day. Make time to slow down and be kind to yourself	18 Ask a trusted friend to tell you what strengths they see in you	19 Notice what you are feeling, without any judgement	20 Enjoy photos from a time with happy memories	21 Don't compare how you feel inside to how others appear outside
22 Take your time. Make space to just breathe and be still	23 Let go of other people's expectations of you	24 Accept yourself and remember that you are worthy of love	25 Avoid saying 'I should' and make time to do nothing	26 Find a new way to use one of your strengths or talents	27 Free up time by cancelling any unnecessary plans	28 Choose to see your mistakes as steps to help you learn
29 Write down three things you appreciate about yourself	30 Remind yourself that you are enough, just as you are					

Happier • Kinder • Together

ACTION FOR HAPPINESS

## Self-Care September 2024

This calendar is available at [Self-Care September | Action for Happiness](#) 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.

Our Financial Inclusion project at St James Foodbank Centre has reached its first year anniversary. People who have a voucher from a partner agency, are able to pick up their food parcels at the centre. When they arrive, volunteers welcome them with a hot drink, offer to refer them to the Citizen's Advice (CA) caseworker attending the session, and provide further signposting support where possible.

Opening mid May last year, it took a while to get off the ground but is now proving to be quite successful. 349 vouchers were fulfilled in the first year and a further 64 since 1 June this year. Our visitors welcome the chance to talk face to face with the CA caseworker and CA stats show that 67 clients were seen by the caseworker in the first year. Financial gains to these clients was a total of £134,803. In addition, £30,818 worth of debt was managed with £5,869 being written off.

Our visitors tell us how much they appreciate having someone willing to take the time to listen to them. We have a good team of volunteers but we will always take on more so we have a backup for holidays and sickness. Please do contact us if you are interested in helping on either a Monday 10am to 1pm or Thursday 12.30pm to 3.30pm.

## **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	

We currently have over 40 active volunteers who collect, weigh and pack food donations, deliver emergency food boxes and provide a safe, welcoming and friendly place where people can come to talk, be listened to and supported.

We are still recruiting drivers (either our van or own vehicle if large enough) to take emergency boxes from our warehouse in Devizes to St James Foodbank Centre and/or return any leftover boxes to the warehouse at the end of the session. The times we need drivers for are: Mondays: collect 12.30pm and Thursdays: deliver 12.45pm and collect 3pm.

Volunteer are also needed on an ad hoc basis in the Devizes warehouse sorting and packing.

If you can help with any of these volunteer roles on a regular (or fairly regular) basis, please email the Project Manager for more details: [liz@devizesdistrict.foodbank.org.uk](mailto:liz@devizesdistrict.foodbank.org.uk)

# The Lovely Lunch

A community meal hosted by  
Sustainable Devizes and  
St. Andrew's Church

*part of* **Sow Grow Share Thrive**

Saturday 28th September 2024

First Sitting: 12 noon | Second Sitting: 1:30 pm

St Andrew's Church, Long Street, Devizes SN10 1NJ

£3.50 per person  
Kids go free

(2 children per paying adult)

Tickets



[devizesfoodanddrinkfestival.info/the-lovely-lunch](https://devizesfoodanddrinkfestival.info/the-lovely-lunch)



stAndrew's  
— find faith inside

PL05

Devizes  
**FOOD  
& DRINK  
Festival**



## **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 could 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 let us 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.

