

# COURTYARD SURGERY



**Patient Newsletter November 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 is going to be staying with us until she starts her maternity leave.

**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.

**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.

**NO WORRIES**



## Introducing the eC-Card for young people

The eC-Card App is an **EASY TO USE, CONFIDENTIAL** and **DISCREET** way to get **CONDOMS**. Its **FREE** and is linked to an **EVER-GROWING RANGE OF PLACES** and **VENUES** from where you can use the app to pick-up **FREE** condoms.



**Wiltshire Council**

**Or help yourselves from the goldfish bowl by our front door**

### **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.

**The Patient Liaison & Support Team** - Dawn (Team Leader), Helen, Sharon, and Fiona 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.

### **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/maternity-services)

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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**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](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.**

# ISMA<sup>UK</sup>

SHOWS YOU HOW  
TO REDUCE STRESS!

## Stress Management Resources



### Get practical help in these areas –

- HOW TO IDENTIFY STRESS
- EFFECTIVE STRESS-REDUCTION TECHNIQUES
- TOOLS TO IMPROVE PERFORMANCE AND WELLBEING AT WORK
- STRATEGIES TO ACHIEVE A MORE FULFILLING AND STRESS-FREE LIFE

- **FREE TO DOWNLOAD**
- **PERFECT FOR TRAINING COURSE ATTENDEES**
- **VALUABLE SOURCE OF REFERENCE**

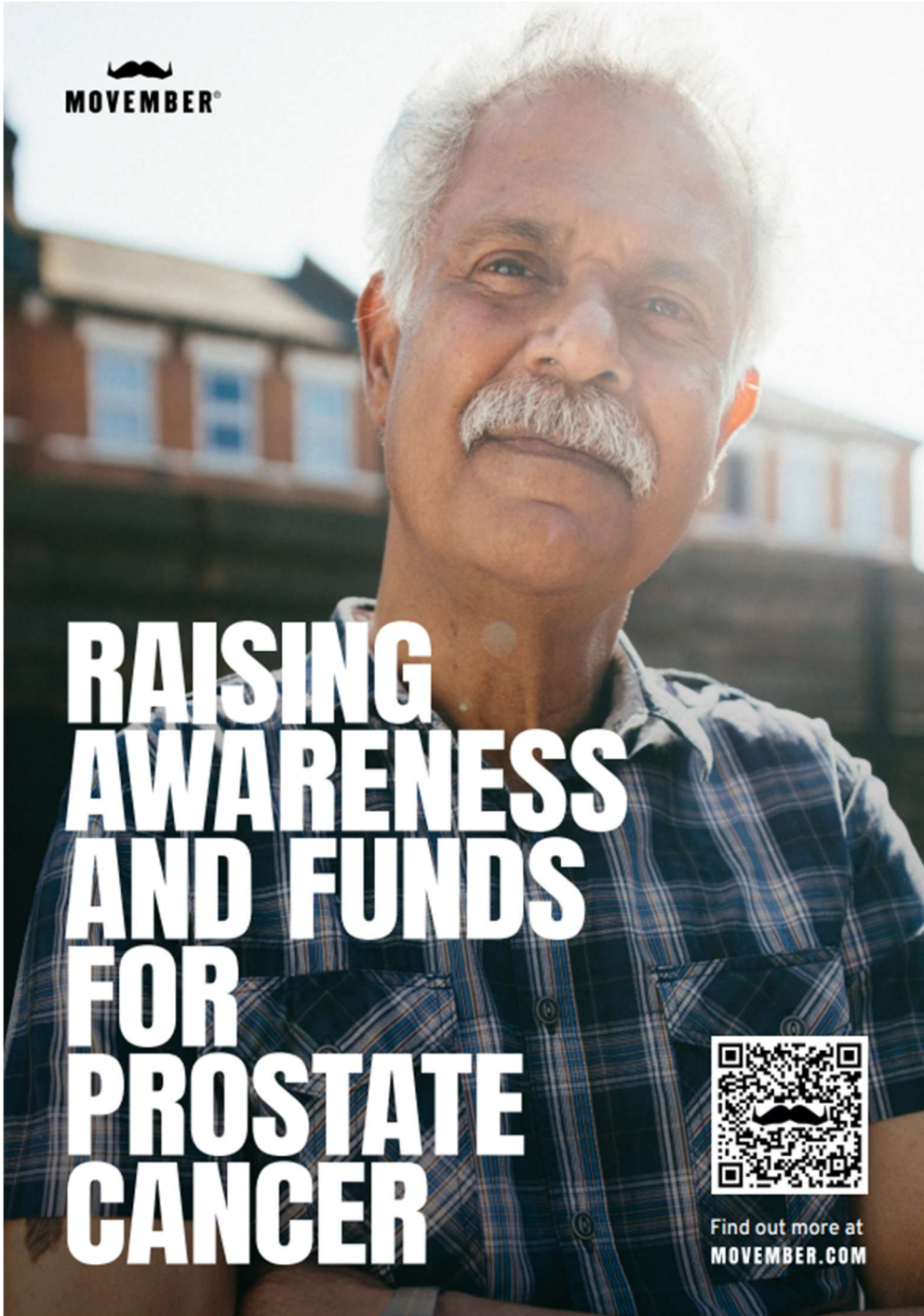
The International Stress Management Association [ISMA<sup>UK</sup>] is a registered charity and the lead professional body for workplace and personal stress management, supporting good mental health, wellbeing and performance.

**ISMA<sup>UK</sup>**  
Promoting Stress Prevention and Wellbeing

T: +44 7823 745 056  
E: [admin@isma.org.uk](mailto:admin@isma.org.uk)  
W: [www.isma.org.uk](http://www.isma.org.uk)



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# Guess Again!

## Malnutrition Myth Busting

### Sugar and fats are bad and should be avoided

**FALSE:** These are usually necessary parts of a healthy, balanced diet if eaten in moderation. They are particularly important if you are losing weight unintentionally.

### Only very thin people are at risk of malnutrition

**FALSE:** It doesn't matter how slim you are, losing a significant amount of weight unintentionally may be a symptom of malnutrition.

### Your appetite can get smaller as you get older

**TRUE:** But this doesn't mean that you should eat less. If you can't manage big meals, you can try having small, frequent meals and snacks with high energy and protein food and fluids.

### It is better to weigh less as you get older

**FALSE:** Older people, particularly those who are 70+, may need the extra energy reserves to fight off disease and recover more quickly from injuries.

### Women are twice as likely to be malnourished as men

**TRUE:** But men can also be at risk of losing weight unintentionally.

### Drinks high in caffeine do not count towards good hydration

**FALSE:** All drinks will help you stay hydrated, including tea and coffee. Even some foods such as jelly and soup will help!

### Malnutrition is more likely to affect people in hospitals and care homes

**FALSE:** Research suggests 93% of malnutrition affects people living in the community - that's people living independently in their own homes.



### You are less active as you get older, so you don't need to eat as much

**TRUE:** However, as we age our bodies don't process nutrients as well as they used to. This means that we need to make sure we eat plenty of nutritious, protein-rich foods.

### It is normal to get thinner in later life

**FALSE:** It is not normal to lose weight as you age. It is important to maintain a healthy weight. Take a look at the rest of the resources in this pack to find out more.



Hertfordshire  
**Independent Living Service**  
Supporting your independence

## **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.

Currently we try to send adults registering with us a personalised e-mail or text welcome message, soon a automated message will be sent as soon as registration is completed. A personalised message might follow.

**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/ repeat prescription 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,

## **National pertussis vaccination and immunisation catchup campaign for 2024/25**

Due to the number of cases of pertussis increasing and the recent infant deaths, the 2024/25 campaign will focus on the pertussis vaccination programme for pregnant women.

Pregnant women are eligible for their pertussis vaccination from 16 weeks of pregnancy. Receiving vaccination between 20 and 32 weeks of pregnancy provides optimal protection.

Vaccination may still be given after week 32 of pregnancy until delivery; however it may not offer as high a level of passive protection to the baby.

### **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 now  
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.

# Ever thought about volunteering?



If you are 18 or over, empathetic and a good listener, we have the following volunteering opportunities for you:

**Community mentors** spend around an hour a week with a young person from 8 months up to a year and can provide support with self-esteem, social skills and working towards goals.

**Primary mentors** spend around an hour each week in primary schools during the school day, supporting children to build resilience and self-esteem and promote positive mental and emotional wellbeing.

**Referral order panel members** represent the community ensuring that children who offend, take responsibility for their actions.

**Appropriate adults** look after the welfare of children who are detained in police custody supporting them through the process including interviews.

**Independent visitors** spend a few hours a month, taking a child out who is in care, doing everyday activities.

For more information please contact: [communityinvolvementteam@wiltshire.gov.uk](mailto:communityinvolvementteam@wiltshire.gov.uk) or [ivscheme@wiltshire.gov.uk](mailto:ivscheme@wiltshire.gov.uk)

**Wiltshire Council**

## **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

Our 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. We have had to go through a process of checking that our data is correct.

During the week of 20<sup>th</sup> October when we were getting calls about flu and COVID vaccinations, we still answered 89% of the 1125 calls made to us, although on some days the average time to answer extended to just over a minute. We were able to call back over half the people whose calls we missed.



## A guide to the COVID-19 autumn vaccination

The Coronavirus (COVID-19) vaccine will be offered from October to people aged 65 and over, residents in care homes for older people and anyone aged 6 months and over in a clinical risk group to protect them ahead of winter. Appointments will be available to book from late September.

### Who is being offered COVID-19 vaccination?

COVID-19 is more serious in older people and in people with certain underlying health conditions. This winter it is expected that many respiratory infections, including COVID-19 and flu may be circulating at high levels – this may put increasing pressure on hospitals and other health care services. For these reasons, people aged 65 years and over, those in older adult care homes, and those aged 6 months and over in clinical risk groups are being offered a COVID-19 vaccine from October.

The vaccination programme is targeted at those at high risk of the complications of COVID-19 infection, who may have not been vaccinated for a few months. As the number of COVID-19 infections may increase over the winter, this should help to reduce your risk of being admitted to hospital with COVID-19. The vaccine may also provide some protection against mild COVID-19 infection but such protection does not last for long.

1	Make a list of new things you want to do this month	2	Respond to a difficult situation in a different way
3	Get outside and observe the changes in nature around you	4	Sign up to join a new course, activity or online community
5	Change your normal routine today and notice how you feel	6	Try out a new way of being physically active
7	Be creative. Cook, draw, write, paint, make or inspire	8	Plan a new activity or idea you want to try out this week
9	When you feel you can't do something, add the word "yet"	10	Be curious. Learn about a new topic or an inspiring idea
11	Choose a different route and see what you notice on the way	12	Find out something new about someone you care about
13	Do something playful outdoors - walk, run, explore, relax	14	Find a new way to help or support a cause you care about
15	Build on new ideas by thinking "Yes, and what if..."	16	Look at life through someone else's eyes and see their perspective
17	Try a new way to practice self-care and be kind to yourself	18	Connect with someone from a different generation
19	Broaden your perspective: read a different paper, magazine or site	20	Make a meal using a recipe or ingredient you've not tried before
21	Learn a new skill from a friend or share one of yours with them	22	Find a new way to tell someone you appreciate them
23	Set aside a regular time to pursue an activity you love	24	Share with a friend something helpful you learned recently
25	Use one of your strengths in a new or creative way	26	Try out a different radio station or new TV show
27	Join a friend doing their hobby and find out why they love it	28	Discover your artistic side. Send a friendly greeting card
29	Enjoy new music today. Play, sing, dance or listen	30	Look for new reasons to be hopeful, even in tough times

## New Ways for November

This calendar is available at

<https://actionforhappiness.org/new-ways-november>

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)





**Regular free seasonal activities and events hosted by ReMind UK for people affected by a memory problem or dementia, along with loved ones. Come and connect with others at our friendly, creative and casual events! Upcoming activities and events:**

**Team Games: Wednesday 13th November 2024**

A fun and casual session of Team Games such as Curling based at a community venue in Twerton.

**Holburne Museum Trip: Wednesday 15th January 2025**

Discover the wonderful creature that is a ho-ho bird. These mystical creatures are hidden throughout the Holburne collection. Enjoy experimental mark-making and collage to create your own decorative bird ornament.

**Spring Nature Walk: Friday 21st March 2025**

[Somerset Valley Rediscovered](#) has partnered up with ReMind UK to run a spring time fun event. Meet at the Somer Hall, Midsomer Norton for a gentle spring stroll, mindfulness and singing.

**Sydney Gardens Trip: Wednesday 7th May 2025**

Enjoy a guided walk through Sydney Gardens, originally built as a bustling Georgian Pleasure Garden. Explore the garden's rich history and the wonderful plants and flowers. Enjoy creating clay artworks imprinted with natural found objects from the garden.

These **free** activities are designed for people living with a mild to moderate memory condition, including [Mild Cognitive Impairment](#) and dementia. Join in to meet with others in a similar position and engage in a variety of exciting activities. Limited spaces are available per session, so make sure to [get in contact](#) if you are interested in attending. Support with transport can be arranged on request.

Find out about our 10-week [wellbeing programmes](#) for people living with dementia, designed to boost confidence.



# Are you a struggling parent carer?

**Our Listening Ear service is here for you**

We provide emotional support, advice and ideas to help you cope.

Appointments are free, confidential and over the phone with one of our family support advisers. Get in touch!

Visit [contact.org.uk/listening-ear](https://contact.org.uk/listening-ear) to book today

**contact**

*For families with disabled children*



**listening  
ear service**

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

