

COURTYARD SURGERY



Patient Newsletter December 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 on maternity leave, and plans to return late spring of 2025

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, 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, rather than you having to see a doctor first. 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.

Returners

Charlotte and Sarah will both be back with us over their Christmas break from medical school studies.



Where to go for the right medical help



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.

PHARMACY OPENING HOURS FOR CHRISTMAS AND NEW YEAR



Opening hours have not been published yet but they will appear on the following websites.

[NHS England — South West » Pharmacy opening hours](#)

Links to a spreadsheet of opening hours or a map

[News and reports | Healthwatch Wiltshire](#)

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,

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, 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, 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,

COVID and Seasonal Flu Vaccinations

Over 80% of our patients that were eligible for COVID vaccination have been vaccinated.

Flu

So far 88.9% of over 65s, and 51.5% of under 65 ATRISK patients at Courtyard Surgery have had their flu vaccinations. Last year the end of season figures for across England were 77.8% and 41.4% respectively.

Next year's flu vaccines have been ordered and will arrive in the week commencing September 8th, but we are unlikely to be allowed to vaccinate until October. We will start booking October appointments for flu only in September and COVID and flu as soon as we know when we will get the COVID vaccine.

As this year, none of the vaccines will be egg-based vaccines.

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 15th

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 6 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.

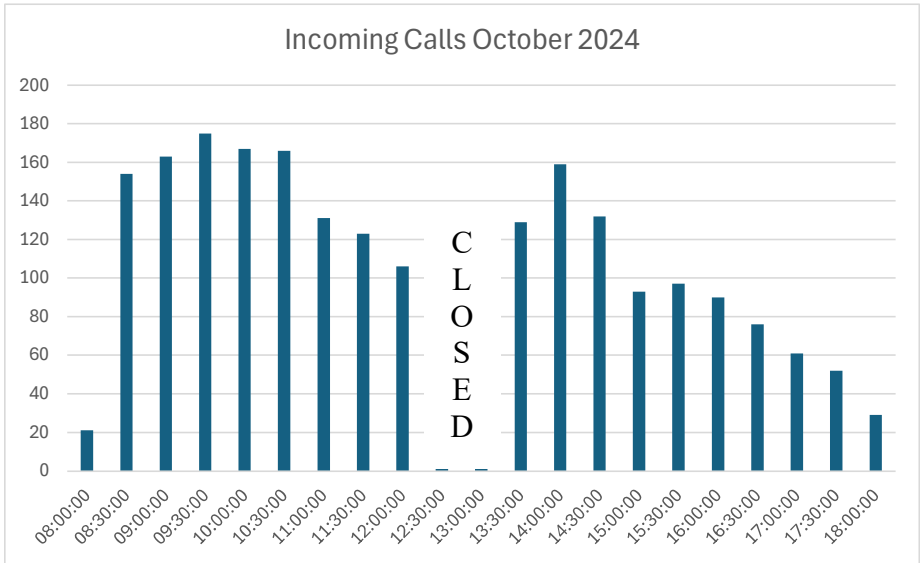
Independent visitors spend a few hours a month, taking a child out who is in care, doing everyday activities.

For more information please contact: communityinvolvementteam@wiltshire.gov.uk or ivscheme@wiltshire.gov.uk

Wiltshire Council

PHONING COURTYARD SURGERY AVOIDING THE BUSY TIMES

The best times to call the surgery are
8.10 to 8.30, late morning and after 3pm.



<https://www.swagcanceralliance.nhs.uk/cancer-care-map/>

In partnership with Cancer Care Map, we have developed an easy access guide to support services, activities and therapies to help people living with cancer within the SWAG Cancer Alliance.

All support service information is provided by Cancer Care Map and is checked and updated every three months. To add or amend any information, please contact SWAG@cancercaremap.org



2-6 December: National Grief Awareness Week

Talk to others

You can also call Carer Support Wiltshire on 0800 181 4118 for advice, information or a friendly voice to talk to.

Cruse Bereavement Care (<https://www.cruse.org.uk/about/contact-us/>) offer free face to face sessions, group sessions and telephone support. They also have some great information and resources on bereavement.

Talk to your GP about counselling, or find private counselling (<https://www.bacp.co.uk/>) in your area.

Dorothy House (<https://www.dorothyhouse.org.uk/>) also offer bereavement support through a number of ways and has resources on loss and grieving.

Carers UK (<https://www.carersuk.org/get-involved/join-us/our-forum/>) has a forum for carers, with a specific section for those bereaved and no longer caring.

Macmillan

(https://community.macmillan.org.uk/cancer_experiences/bereaved-spouses-and-partners-forum) can support those who have lost a loved one through cancer, and they also have a forum for those dealing with loss.

Help is at hand (<https://supportaftersuicide.org.uk/resource/help-is-at-hand/>) is a resource for people bereaved through suicide or other unexplained death, and for those helping them.

If you have a child that is struggling with loss **Wiltshire Treehouse** is a children's bereavement service that is currently offering a new bereavement project for school children ages 6 – 11, which will run from the Trowbridge area 3 times a year. The programme is open to all Wiltshire children in this age group. By using creative activities young people will be able to express their grief and explore coping strategies, as well as connecting with others who are bereaved. For more details visit https://www.wiltshiretreehouse.org.uk/uploaded_files/1083/images/NEST%20leaflet%20Wilts%20V1.pdf. To book onto this programme for your child please visit www.wiltshiretreehouse.org.uk and fill out the WILTSHIRE TREEHOUSE REFERRAL FORM on the home page.

SUNDAY

1 Spread kindness and share the December calendar with others

MONDAY

2 Contact someone you can't be with to see how they are

TUESDAY

3 Offer to help someone who is facing difficulties at the moment

WEDNESDAY

4 Support a charity, cause or campaign you really care about

THURSDAY

5 Give a gift to someone who is homeless or feeling lonely

FRIDAY

6 Leave a positive message for someone else to find

SATURDAY

7 Give kind comments to as many people as possible today

8 Do something helpful for a friend or family member

9 Notice when you're hard on yourself or others and be kind instead

10 Listen wholeheartedly to others without judging them

11 Buy an extra item and donate it to a local food bank

12 Be generous. Feed someone with food, love or kindness today

13 See how many different people you can smile at today

14 Share a happy memory or inspiring thought with a loved one

15 Say hello to your neighbour and brighten up their day

16 Look for something positive to say to everyone you speak to

17 Give thanks. List the kind things others have done for you

18 Ask for help and let someone else discover the joy of giving

19 Contact someone who may be alone or feeling isolated

20 Help others by giving away something that you don't need

21 Appreciate kindness and thank people who do things for you

22 Congratulate someone for an achievement that may go unnoticed

23 Choose to give or receive the gift of forgiveness

24 Bring joy to others. Share something which made you laugh

25 Treat everyone with kindness today, including yourself!

26 Get outside. Pick up litter or do something kind for nature

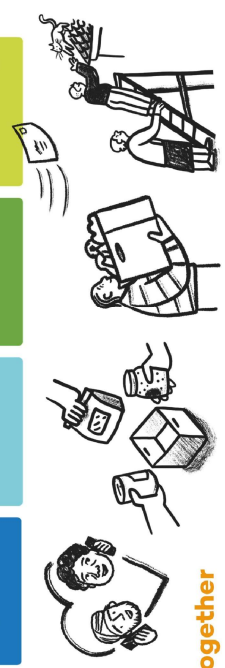
27 Call a relative who is far away to say hello and have a chat

28 Be kind to the planet. Eat less meat and use less energy

29 Turn off digital devices and really listen to people

30 Let someone know how much you appreciate them and why

31 Plan some new acts of kindness to do in 2025



ACTION FOR HAPPINESS
Happier · Kinder · Together

December Kindness

This calendar is available at <https://actionforhappiness.org/december-kindness> it can be downloaded into electronic calendar files including Google.

Volunteering for Devizes and District Foodbank

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 deliver emergency boxes especially in the Marlborough and Pewsey areas. We are also looking for a volunteer to provide holiday cover coordinating the Marlborough and Pewsey deliveries. This role would be ideal for someone who would love to help but isn't available on a regular basis.

If you can help with any of these volunteer roles, please email the Project Manager for more details: liz@devizesdistrict.foodbank.org.uk

Christmas appeal



Help support your food bank this Christmas

In the three weeks leading up to Christmas, the food bank will provide over 100 food parcels for local individuals and families facing hardship.

Donate food



Donate an item or two from our shopping list, ensuring we can provide food for people facing hardship in your community.

Donate money



Help to cover the costs of storing and distributing food, as well as developing sustainable projects.

Shopping list

Tinned meat/fish

Coffee

Milk (UHT or powdered)

Fruit juice (long-life)

Long life sponge

pudding (minimum of 4

months to the best

before date)

Deodorant

Shower gel

Devizes and District Foodbank, Unit 4, Glenmore Business Centre,
Waller Road, Devizes, SN10 2EQ
Registered Charity No. 1179387 Registered in England & Wales

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:

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.

<https://www.reminduk.org/>

You can self-refer yourself to this organisation, but they prefer to have a GP referral.

If you speak to them, and what make use of what they provide, ask us to arrange a referral.

HELP NEEDED

at The Tuesday Club,
Community Hall, Market
Lavington
from 1100 to 1300hrs on a job
share basis.

Please contact Anji Scofield
01380 812720 or
anjiscofield@icloud.com.

Suitable for both men and
women, especially the recently
retired.





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 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 were able to access COVID vaccines as a group, but vaccinate as individual practices, so that our patients did not have to travel so far to get vaccinated

