

# COURTYARD SURGERY



## Patient Newsletter January 2025

### 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, Fiona and Sally 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.



Supporting families in Wiltshire

## **YOUR CHILD'S 0 – 5 YEARS JOURNEY**

Who will you see and when, from pregnancy to your child starting school?

Explore the website to learn about services available to support parents and carers in Wiltshire along with advice at each stage of the journey.

Visit

[www.wiltshiretogether.org.uk/0-5-journey](http://www.wiltshiretogether.org.uk/0-5-journey)  
or scan this QR code.



# 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.**

# Do you know the symptoms of cervical cancer?

The most common symptoms include:



Vaginal bleeding that is unusual for you – between regular periods or after sex



Unexplained pain in your lower back or between your hip bones (pelvis)



Pain or discomfort during sex



Changes to vaginal discharge

These symptoms are not usually cervical cancer, but it's important to contact your GP and get them checked out

Don't wait for cervical screening (a smear test)

You might know about cervical screening (smear tests) you will be invited regularly from age 25 to 64

Scan the QR code for more information from the NHS



## 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](mailto:anjiscofield@icloud.com).

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

## 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,

## 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,

# **COVID and Seasonal Flu Vaccinations**

We still have 240 flu vaccines, and plenty of RSV, shingles and pneumococcal vaccines. If you need any of these, please give us a call to make an appointment.

They do not need separate appointments. The team answering the phones can see which ones you are eligible for.

We have no more Covid vaccine available and will not be able to order more stock.

Appointments with other providers can be booked via [www.nhs.uk](http://www.nhs.uk)

Or at

Gompels Pharmacy Melksham Tel. **01225 702 198**

Shaunaks Pharmacy Westbury **01373 888 088**

## **Spring 2025 COVID Vaccinations**

We do not have dates for the spring campaign yet, but we hope to be able to vaccinate at the surgery as we have done this year.

The aim of the COVID-19 immunisation programme is to prevent serious disease (hospitalisation and/or mortality) arising from COVID-19.

The Joint Committee on Vaccination and Immunisation advises that the following groups should be offered COVID-19 vaccination in spring 2025:

adults aged 75 years and over

residents in a care home for older adults

individuals aged 6 months and over who are immunosuppressed (as defined in the 'immunosuppression' sections of tables 3 or 4 in the COVID-19 chapter of the green book)

Paid and unpaid carers will not be included in the Spring 2025 COVID vaccination groups.





# The Friends of Courtyard Surgery (FOCS)

The Raffle was drawn on December 14th and messages sent to winners asking them to collect their prizes.

It raised £198 to purchase extra equipment.

Thank you to the people who donated our 49 prizes and to everyone who bought a ticket.

## **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.

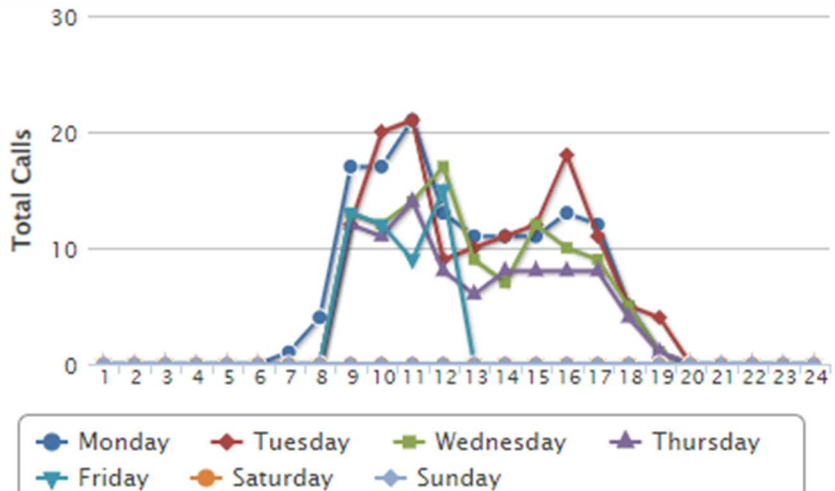
Results by Practice

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

Results by PCN

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

## Calls received per hour



We had 1090 calls in the first half of December, and 74% were answered in under a minute. If you cannot get through in a reasonable time please try again later. When we have some free time we look at lists of missed calls, and those that can be identified as being from our patients get a call back, though this may be a few hours after the call was missed.

Please let us know if your landline gets switched off, or you change your mobile number.

Sometime next year we will be getting a phone system upgrade so that if you are more than 3<sup>rd</sup> in the queue you will be able to reserve your place, hang up and we will call you when you get to 1<sup>st</sup> position

### **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.

# GREEN IMPACT FOR HEALTH 2024



**green impact**

THIS IS TO CERTIFY THAT

## Courtyard Surgery, Wiltshire

ACHIEVED A SILVER  
GREEN IMPACT FOR HEALTH AWARD  
IN 2024



STUDENTS  
ORGANISING FOR  
SUSTAINABILITY  
UNITED KINGDOM





# Not being able to raise your arm could be a sign of a stroke

Face or arm or speech, at the first sign, it's time to call 999



**Act FAST** Help us help you

## **Support for children with possible neurodivergence**

The HCRG B&NES and Wiltshire Neurodevelopmental Pathway has been trialling the use of a Needs Led Approach (based on the Portsmouth Profiling Approach) to support children with possible neurodivergence.

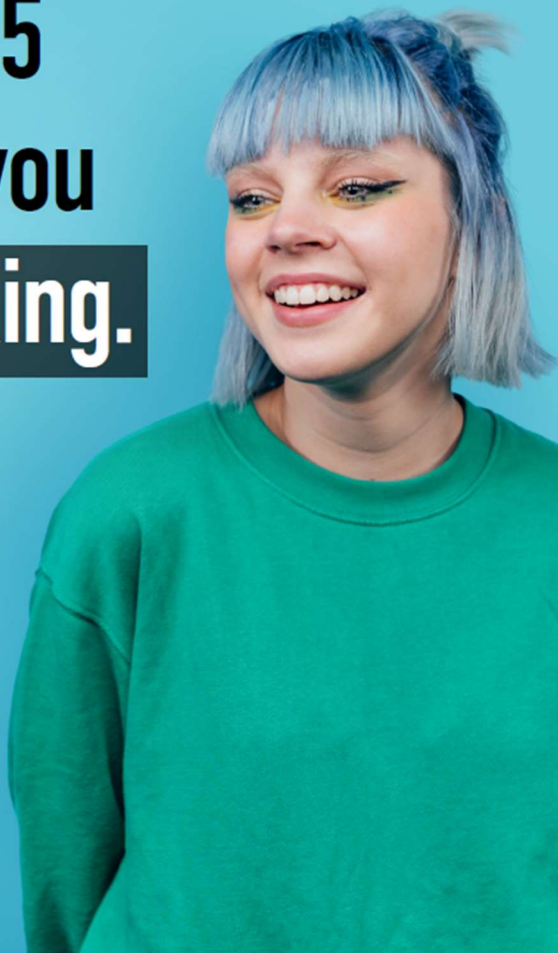
26 schools have been using this approach to ensure families and young people are getting the support they need, before being referred for diagnostic assessment. The B&NES and Wiltshire Parent Carer Forum/Council have been working in partnership to ensure that this approach is supportive for families.

From January 2025, a Needs Led Approach and support call with the ND Pathway team will be mandatory for any young person or family requesting diagnostic assessment. Referrals will not be considered without this, and HCRG and the parent carer councils are keen to offer support to ensure that the correct support is put in place to meet needs, regardless of diagnosis. We are recommending that the Needs Led Approach is led by education settings for the majority of children. GPs will therefore not be routinely referring directly to the ND Pathway from January 2025.

# Make 2025 the year you quit smoking.

We can help you  
quit for good.

Search  
**Better Health  
quit smoking**  
now for free  
support.



**Assistant Practitioner Lisa can provide help and support to patients  
of ours who want to stop smoking.**

**If you have stopped smoking in 2024, please let us know, as this will  
stop you getting e-mails and phone calls from NHS England about  
stopping smoking.**

## **Shortage of Pancreatic enzyme replacement therapy (PERT)**

There are limited supplies of pancreatic enzyme replacement therapies (PERT).

- Creon® 10,000 and 25,000 capsules remain in limited supply until 2026.
- Nutrizym® 22 capsules and Pancrex V® capsules and powder are intermittently available but are unable to fully cover the gap in supply.

The supply disruption of Creon® capsules is due to limited availability of raw ingredients and manufacturing capacity constraints to produce volumes needed to meet demand.

There are regular deliveries to wholesalers, two to three times each month, of both strengths to allow for equitable distribution. However, the volumes are insufficient to meet full demand. Therefore out of stock periods continue between each delivery.

Production of Nutrizym® 22 capsules has been increased and supplies are being released monthly, however this increase is unable to fully cover the gap in supply. There are intermittent deliveries of Pancrex V® capsules and powder but these are also unable to support an uplift.

## **Expanding access to the weight loss drug tirzepatide**

Following the announcement from NICE on 05 December on the roll out of the drug tirzepatide (also known as Mounjaro) across the NHS, p

The announcement means patients will only be able to access tirzepatide, where clinically appropriate, within 90 days of NICE's final guidance being published for specialist weight management services (SWMS) and 180 days in primary care. It's anticipated the final guidance will be published on 23 December 2024.

**This means that we will not be able to prescribe this to our patients until June 21<sup>st</sup> 2025.**

This product has been widely advertised on TV in the run up to Christmas. If you purchase it from one of these companies we will be asked to confirm that you do not suffer from a long list of illnesses that mean you cannot have it.

# Somerset, Wiltshire, Avon and Gloucestershire Cancer Alliance's Targeted Lung Health Checks

**An MOT for your lungs!**

**Your lungs work hard for you throughout your life. As you get older, it's worth getting them checked out**

SWAG Cancer Alliance' Targeted Lung Health Check Programme is a new pilot scheme giving people a chance to check their lung health. We will test how well your lungs are functioning and offer advice and support around keeping your lungs healthy.

Most of the time, we do not find any problems, and we will be able to reassure you that your lungs are working well. You can think of it like a car MOT. We will check everything is working well and, in the unlikely case that a problem is picked up with a person's lungs or breathing, finding it early could make treatment easier and more successful.

The lung health checks are being offered to people between the ages of 55 – 74 who are current or former smokers.

Eligible individuals will be sent a letter inviting them to a telephone lung health check. This may lead to a face-to-face appointment and low-dose CT scan for some individuals.

We are hoping to be able to offer Lung Health Checks to everyone who meets these criteria across Somerset, Wiltshire, Avon and Gloucestershire in the next few years, so if you are not invited initially, hopefully you will be soon.

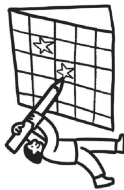
**It will be the Cancer Alliance contacting you, not the surgery.**



MONDAY



TUESDAY



WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

# Happier January 2025



5 Look for the good in others and notice their strengths

12 Connect with someone near you - share a smile or chat

19 Focus on what's good, even if today feels tough

26 Choose one of your strengths and find a way to use it today

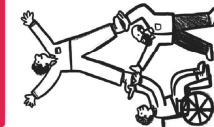


4 Write a list of things you feel grateful for and why

11 Switch off all your tech at least an hour before bedtime

18 Get back in contact with an old friend

25 Decide to lift people up rather than put them down



3 Do a kind act for someone else to help brighten their day

10 Thank someone you're grateful to and tell them why

17 Be gentle with yourself when you make mistakes

24 Take a small step towards an important goal

31 Write down your hopes or plans for the future



2 Make time today to do something kind for yourself

9 Get moving. Do something active (ideally outdoors)

16 Contribute positively to your local community

23 Put away digital devices and focus on being in the moment

30 See how many people you can smile at today

1 Find three things to look forward to this year

8 Say positive things to the people you meet today

15 Get outside and notice five things that are beautiful

22 Plan something fun and invite others to join you

29 Say hello to a neighbour and get to know them better

7 Learn something new and share it with others

14 Eat healthy food which really nourishes you today

21 Try out something new to get out of your comfort zone

28 Ask other people about things they've enjoyed recently

6 Take five minutes to sit still and just breathe

13 Take a different route today and see what you notice

20 Go to bed in good time and allow yourself to recharge

27 Challenge your negative thoughts and look for the upside

Happier · Kinder · Together

ACTION FOR HAPPINESS

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

## 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

