

COURTYARD SURGERY



Patient Newsletter March 2025

Changes to services provided in General Practice in Wiltshire

The following services will not be funded by the NHS.

PSA Monitoring after a Urology appointment

B12 Injections following Bariatric Surgery

Physical Monitoring of eating disorders

Assessment and Treatment of Minor Injuries

Pre-Operative Tests (will be done by the hospitals)

Dementia Diagnosis

(patients will be referred to AWP Memory Service)

The following services will be funded by the NHS for some categories of patients

Spirometry and FeNO testing

Intra Uterine Devices

Some Injectable therapies

Some types of blood monitoring

Monitoring some types of drugs prescribed by hospitals

Shared Care where it is safe to do in General practice

Ear Irrigation for frail patients (exact definition to follow)

Wound Management depending on the skills available

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 Michelle Hall is with us on Mondays and Tuesdays

Visiting Locums – we have regular locums, Dr Peter Phillips 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.

Dementia-friendly Spring Nature Walk

Midsomer Norton: Friday 21st March, 10.30am

Somer Valley Rediscovered has partnered up with ReMind UK to run a spring time equinox event.

Meet at the Somer Hall, Midsomer Norton for a gentle spring stroll, mindfulness and singing.

Find out more and book a space:

<https://www.reminduk.org/get-support/activities-and-events/>

Or contact ReMind UK on 01225 476420 or info@reminduk.org

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.

Aliya Pinto Pharmacist will be returning from maternity leave on February 10th and will resume contacting patients to do medication reviews before prescribing

Referring children for ADHD or Autism assessments

From January 2025, a Needs Led Approach and review with the NeuroDevelopment Pathway team has been 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.

Referral is arranged through schools or the Community paediatrics Teams **NOT** by GPs or our nurses.

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), 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.



February 13th 2025 Planned Power Outage in West Lavington

Thanks are due to everyone who provided support to keep the lights on and the computers running during the power cut.

SSE no longer provide this sort of support when power is switched off.

Better
Health

Smoke
free

NHS

“Since quitting, I’ve got
extra money to put
towards a trip away.”

March
12

Take back your life
this **No Smoking Day.**

Search **Better
Health quit
Smoking** for free
quitting support.



The New Phone System

SWComms/Focus who have supplied our telephony services for the last 7 years have completed an upgrade. This is new system which has only been available for a few weeks so we and the engineers are still learning, and working together to produce information and support materials for other practices which will move to this system.



From your point of view if you are further down the queue for an answer than 2nd place you will be offered the option to request a call back, unless you have set your phone to number withholding. You will get the call back as soon as your position reaches the top of the queue. If you do not answer we will try twice more 15 minutes apart. If we get put through to your answer phone the system will count this as an answer and there will not be further call backs. If you hang up without requesting a call back we will call you back once we have no queue. There will be no more calling back 4 hours later to say “I think we missed a call from you this morning”.

From the end of April NHS England will be collecting anonymised data:

This will be the number of calls to us, plus how many were answered or not, and the number of people requesting a call back. How long people had to wait before we answered (includes the time for the message about recording calls).

How many people were put on hold while the answerer asked someone else for advice,

Average and maximum talk times.

The proportion of calls we make to landlines and mobiles, currently roughly 1/3 to landlines, 2/3rds to mobiles.

Busiest days and times.

This data will only be available to us and NHS England, but I expect that in the future it will be made available online to people wanting to compare practices. Occasional summaries will be put in the newsletter.

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.

Aged 40 to 74?

The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

If you're aged over 65, you'll also be told about symptoms of dementia to look out for.

The check is for people who are aged 40 to 74 who do not have any of the following pre-existing conditions:

heart disease, chronic kidney disease, diabetes
high blood pressure (hypertension), atrial fibrillation
transient ischaemic attack
inherited high cholesterol (familial hypercholesterolemia)
heart failure, peripheral arterial disease, stroke
currently being prescribed statins to lower cholesterol
previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

You should have regular check-ups if you have one of these conditions.

The Patient Liaison Team will be able to give you more information about this.

Sending text/sms messages to our landline.

The BT computer system is unable to match our outgoing phone number to the number the message is sent to, so we are unable to read the messages sent to our surgery number.

Please do not try to send texts to our landline number.

Freestyle Libre 2 sensors

FreeStyle Libre 2 sensors will be discontinued in the UK at the end of August 2025. We will be changing our patients prescription to the FreeStyle Libre 2 Plus sensor during the coming months..

The FreeStyle Libre 2 Plus sensor can be worn up to 15 days, whereas the FreeStyle Libre 2 sensor can be worn up to 14 days. The FreeStyle Libre 2 Plus sensor also demonstrates improved accuracy over the FreeStyle Libre 2 sensor and can be integrated with insulin pumps.

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 can also register via the Airmid and NHS Apps.

You are asked to fill in an online form and this is integrated into your record. It only takes a few minutes to register. You do not have to tell your previous surgery that you are moving.

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.

Dementia clinics

In partnership with Nationwide Fairer Futures

Dementia UK is offering free, confidential clinic appointments with a specialist dementia nurse, known as an Admiral Nurse – coming to your local branch soon. You don't need to be a Nationwide customer. Everyone is welcome.

Your nearest branch clinic is **Devizes 11th to 13th March 2025**



To book your appointment, please visit **dementiauk.org/nationwide**, scan the QR code or speak to a Nationwide colleague in your branch. If you are unable to book online send a text message with the word: **APPOINTMENT to 0747 872 4000**, and we will call you to help make a booking

If you have any questions about the clinics please contact **nationwide@dementiauk.org**. For immediate support, contact Dementia UK's Helpline on **0800 888 6678** or book a phone or video appointment at **dementiauk.org/book**



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,

Pharmacies, both local and online are suffering shortages of medications, and instead of getting two deliveries a day of whatever they needed the pharmacists often have to phone around for items, or ask us for replacement prescriptions when items are not available.

Pharmacies now want 10 days to prepare prescriptions.

Please request prescriptions when you still have 14 days supply left.

Results of tests requested by RUH Bath teams

If you have had a test that was requested by the RUH and a serious issue is found their teams would contact you promptly to tell you the result.

Some results may also be visible on the NHS App.

For timings of all other results, please check with the RUH team requesting the test, how long you can expect to wait and how you will get the result.

Please click here

https://www.ruh.nhs.uk/finding/documents/Outpatient_Department_Contact_Details.pdf

to contact the relevant team if you have any questions or concerns about waiting for test results.

Contacting radiology

Patients can contact the radiology call centre on 01225 825898 for enquiries about their appointment and results. There is a callback/voicemail option too.

Ensuring Continuity of Care: New mental health partnership in BSW

From 1 April 2025, some community mental health services in B&NES, Swindon and Wiltshire (BSW) will be provided by a new voluntary sector partnership called the **Mental Health and Wellbeing Partnership** (Alabaré, Missing Link, Nilaari, Second Step). Importantly, the new partnership will focus on closing the gap between primary and secondary care and helping vulnerable people find the support they need.



MISSINGLINK.
cutting edge
women's mental health services



SECONDSTEP

#WorldDownSyndromeDay

#LotsOfSocks

Believe it or not, socks get people talking!
On 21 March, choose some socks that are going to
get noticed!

They might be mismatched socks or your boldest
and most colourful socks, whatever takes your
fancy!

The idea is to start a conversation, so when
people ask you about your socks, you can tell
them, “I’m wearing them to raise awareness of
Down syndrome”.



Men's Wellbeing through Nature

A free 12-week programme to boost your mental and physical wellbeing.

**EXTRA
DATES**

Find out more

For an application pack, upcoming dates or more details, please contact Wiltshire Wildlife Trust's Wellbeing Team:

Call: 07702 802 961

Email: wellbeing@wiltshirewildlife.org

Visit: www.wiltshirewildlife.org/mens-wellbeing



Locations and Dates

Melksham Forest - Mondays starting 3 March 2025

Trowbridge - Monday evenings starting 17 March 2025

Devizes/ Marlborough - starting July 2025

Chippenham - starting November 2025

Working in partnership with

Wiltshire Council



Additional 10,000 Spaces Available across the South West for Digital HOPE

The Digital HOPE Programme is being made available to an additional 10,000 people with long-term health conditions across the South West, funded by the Digital Neighbourhoods Programme.

HOPE – Help Overcome Problems Effectively – is a free digital self-management course which seeks to empower people with long-term physical or mental health conditions to improve their health and wellbeing.

This funding will allow many more people across the South West to take up the offering, which has been shown to improve participants' mental wellbeing and ability to self-manage their health. People can be signposted to Digital HOPE by healthcare professionals, wherever they think it might be helpful.

To find out more about Digital HOPE visit the [Digital Neighbourhoods January Newsletter](#) and subscribe by emailing your name and role to: england.swdigital@nhs.net



Sending Photos to us

You can send photos to the surgery team either by

- attaching them to an e-mail sent to reception.courtyard@nhs.net
- attaching them to a text message using a link we have sent
- using SystemConnect if you log-in via SystemOne online, Airmid or the NHSApp.

If you have an iphone, please save photos as jpeg or tiff files if you can, as .heic files take a while to convert to something we can see, and not all staff feel confident making these changes..

To set your Apple devices to take photos in JPEG/JPG instead of HEIC:

1. Go to Settings
2. Tap Camera
3. Tap Formats
4. Tap Most Compatible

Cancer Engagement Event

We want to hear from you

Have you been diagnosed or treated for cancer at Salisbury Hospital? Do you have a friend or relative or do you care for someone diagnosed with cancer within the last 2 years?

We want to identify ideas that our Patient and Public Voice group can help to take forward to improve cancer care at Salisbury.

Come along ready to share your thoughts and ideas in an informal yet creative and fun way. There will be time to talk to staff from Salisbury Hospital about your ideas and thoughts if that is helpful too.

When and where: Quaker House 14:30-15:30 (arrive 14:15) on 4th March 2025

The Quaker Meeting House,
51 Wilton Rd,
Salisbury
SP2 7EP

Please contact us to book your place.

RSVP

sft.patientexperience@nhs.net



01722 336262 ext.5248



PALS Salisbury District Hospital, Odstock Road, Salisbury SP2 8BJ



A United Approach

Working together to
promote healthy weight in
our communities

Be part of a network and engage with experts and peers to develop strategies that address obesity in a unified approach to make a real impact on the health of Wiltshire residents.

What to expect from the day:

Delve into the physical, social and environmental factors that contribute to unhealthy weight, moving beyond individual behaviours.

Understand and commit to your role in driving change, or residents' health and wellbeing.

Work together to design an actionable plan.

Monday 24th March, 9:30 - 15:30
County Hall, Trowbridge, BA14 8JN
Lunch and refreshments provided



[Register here](#)

“ Have your say on pharmacy services in Wiltshire






healthwatch
Wiltshire

Wiltshire Council

ROUGH SLEEPERS

What you can do to help

-  Let us know through Streetlink
-  Donate to local charities
-  For information on drop in centres follow the link below

<https://thestreetlink.org.uk/>

wiltshire.gov.uk/housing-rough-sleeping



Wiltshire Council

<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



**SMOKEFREE
WILTSHIRE**



Funded by
UK Government

Will you quit smoking with us?



Quitting smoking is the best thing you can do for your health, money and loved ones. It's great that you're thinking about giving it a go. Smokefree Wiltshire has a team of dedicated Health Coaches who understand that smoking is an addiction and will be there to help you stop.

Our support is free, personalised and we offer a range of quitting aids - so you can quit your way and make your smokefree journey less stressful.

Contact us to start your smokefree journey

Get the Smoke Free app

<https://www.wiltshire.gov.uk/smokefree>

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.

Mindful March 2025



SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 Set an intention to live with awareness and kindness	2 Notice three things you find beautiful in the outside world	3 Start today by appreciating your body and that you're alive	4 Notice how you speak to yourself and choose to use kind words	5 Bring to mind people you care about and send love to them	6 If you find yourself rushing, make an effort to slow down	7 Take three calm breaths at regular intervals during your day
8 Eat mindfully. Appreciate the taste, texture and smell of your food	9 Take a full breath in and out before you reply to others	10 Get outside and notice how the weather feels on your face	11 Stay fully present while drinking your cup of tea or coffee	12 Listen deeply to someone and really hear what they are saying	13 Pause to watch the sky or clouds for a few minutes today	14 Find ways to enjoy any chores or tasks that you do
15 Stop. Breathe. Notice. Repeat regularly	16 Get really absorbed with an interesting or creative activity	17 Look around and spot three things you find unusual or pleasant	18 Have a 'no plans' day and notice how that feels	19 Cultivate a feeling of loving-kindness towards others today	20 Focus on what makes you and others happy today	21 Listen to a piece of music without doing anything else
22 Notice something that is going well, even if today feels difficult	23 Tune into your feelings, without judging or trying to change them	24 Appreciate your hands and all the things they enable you to do	25 Focus your attention on the good things you take for granted	26 Choose to spend less time looking at screens today	27 Appreciate nature around you, wherever you are	28 Notice when you're tired and take a break as soon as possible
29 Choose a different route today and see what you notice	30 Mentally scan your body and notice what it is feeling	31 Discover the joy in the simple things of life				

Happier · Kinder · Together

ACTION FOR HAPPINESS

This calendar is available at [Mindful March | Action for Happiness](https://www.actionforhappiness.org/mindful-march) 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 including Christina, Xanthe and Sara, who share their time between our patients and those at Shrewton, Codford and Wilton surgeries.

This autumn we were able to access COVID vaccines as a group, but vaccinate as individual practices, we will be repeating this for the Spring COVID booster round.

The COVID Vaccines should arrive in the surgery during the first week of April and will be used first for our patients in care homes, then for the other eligible groups.

Expect us to send self-booking links in late March.

