

COURTYARD SURGERY



Patient Newsletter April 2025

Changes to services provided in General Practice in Wiltshire

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

Spirometry and FeNO testing, where patients cannot attend a Community Diagnostic Centre.

Intra Uterine Devices for contraception and non contraception purposes.

A wider range of injectable therapies, for patients whose treatment has been started within the NHS.

Blood monitoring for a wider range of hospital prescribed medications than now.

Shared Care and prescribing for ADHD patients where the specialist provider meets certain minimum standards for care.

24hour Ambulatory Blood Pressure Monitoring for patients with BPs between 140/90 & 180/120.

We will offer this once the equipment has been purchased and our staff trained in fitting and removing the equipment.

Ear Irrigation for frail patients

Nearly 1/5 of our patients count as frail, but we will not be able to start offering this until we have trained our staff and had our equipment serviced.

The Clinical Team

Dr Helen Osborn is the Nominated GP for all our patients. She has clinics throughout the week.

Dr Kate Craufurd, is with us on Wednesdays & Fridays.

Dr Hussein Alibhai is with us on Thursdays and Fridays, alongside working from home Monday to Wednesday..

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.

Yvonne Dumas is our First Contact Physiotherapist, who visits us on Mondays, but will not be available for a few weeks from April 7th.

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.

SPRING COVID VACCINATIONS

**These are available at the surgery please phone to check if you are eligible and book your appointment.
See page below for eligibility criteria**

Covid Vaccine Eligibility Spring 2025

Cohort	Covid
75 years or over on or before 17 th June 2025	YES
Immunosuppressed aged from 6 months (as defined in Green Book Chapter 14a tables 3 & 4)	YES
All residents in a care home for older adults (as registered on CQC)	YES
Pregnant women	NO
Household contacts of immunosuppressed person	NO
Carers	NO
Staff in older adult care homes	NO
Frontline health and social care workers	NO

Covid Vaccine Eligibility Spring 2025



Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

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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

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.



**BaNES, Swindon & Wiltshire
Talking Therapies**

**Start your journey to
better mental health
today with **free,
confidential NHS**
support from your local
Talking Therapies team.**

You can refer yourself quickly
and easily online and we will
arrange an initial conversation
with you within 6 weeks.

Search 'BSW Talking Therapies' to find out more



for anxiety and depression

Service provided by Avon & Wiltshire Mental Health Partnership NHS Trust

OCT Scanning in Diabetic Eye Screening (DESP)

What is OCT?

- OCT stands for Optical Coherence Tomography.
- An advanced screening camera.
- Uses light waves to capture 3D images of the eye.
- Gains more accurate, in-depth results.
- Still a part of your diabetes care, free for anyone aged 12+ living with diabetes.



Why is it being introduced?

- Achieves more in depth results.
- Can detect earlier signs of eye conditions.
- Creates more OCT scanning options.
- Help reduce hospital backlogs.
- Will save more than 120,000 appointments.

Which venues will offer OCT screening?



Swindon & North Wiltshire:

Swindon Health Centre, SN1 2DQ



Salisbury & South Wiltshire:

Salisbury Medical Practice, SP2 7FD



Bath, North East Somerset & West/Central Wiltshire:

Riverside Health Centre, Bath, BA1 2BT

We apologise if service users travel farther than normal. We strive to add more locations in the future.

Who is eligible for OCT screening in DESP?

- Service users in the Digital Surveillance pathway (except pregnant patients)
- Service users with the last results of stage 2 pre-proliferative retinopathy or maculopathy
- Referrals back from the Hospital Eye Services



01225 582 300



miul.administration@nhs.net

Scan QR Code
for details



The New Phone System

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.

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.

Looking at the data for March 6th to 20th

We had 941 calls and 846 were answered before the patient hung up or requested a call back.

52 of these calls were made while we were closed.

16 missed calls were returned to the patient but we did not get a reply.

The average length of a call was 2.4 minutes and the longest was 12.2 minutes.

The average wait time was 114 seconds, the longest wait before we answered was 11 minutes, and the longest wait before hanging up was 41.8 minutes.

33 patients requested a call back, and we successfully contacted 32 patients.

22 calls were transferred to a clinician.

The proportion of calls we make to landlines and mobiles, for February 28% (338) to landlines, 72% (836) to mobiles, plus 1034 text messages.

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.

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 SystmConnect if you log-in via SystmOne 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

Sending text/sms messages to our landline.

The BT computerised text message 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 helping with a trial for an automated registration system which can be accessed via the NHS website, Airmid and SystmOnline. It will only work for adults .

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 an automated message will be sent as soon as registration is completed. A personalised message might also 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.

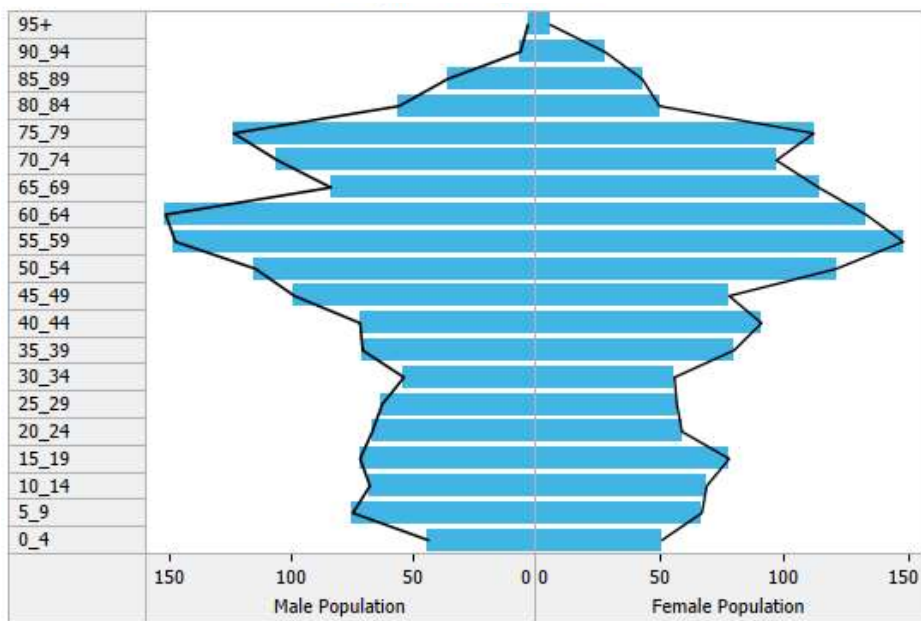
<https://www.gp-patient.co.uk/compare#>
<https://www.nhs.uk/service-search/find-a-gp>

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.

POPULATION PYRAMID FOR COURTYARD SURGERY



Taking your bra off
at the end of the day feels great

And so does getting your breast screening sorted

It can detect cancer long before you can even feel it.
Or more likely, put your mind at rest.
So when you're invited, **save the date, it could save your life**

Screening
saves
lives

Help us
help you

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, this is because of changes made by NHS England.

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

Have to say that I'm really looking forward to Day Lewis Market Lavington having the 24hr Dispenser 'Kiosk' installed. I wondered how on earth it would work and oh my goodness its brilliant - simple, quick and convenient. I saw it in action on the Isle of Wight as I watched several people use it as I was sat outside a Day Lewis Pharmacy waiting for my mum at hair appointment.

Basically its simple process:

Seen on Facebook

1. You have to register to use the kiosk
2. You order your prescription as per norm..
3. When your prescription is ready you get sent pin/code.
4. Go to the kiosk any time.
5. You MUST open the perspex door first. (One lady didnt and put codes in first then opened door and it didnt dispense and had to go inside to get assistance).
6. Type in the code and date of birth (I think it is).
8. Your drugs are dispensed.

It took literally 2-3mins. So quick.

It was fabulous.

It's also:

- Convenient for those not able to get to chemist during opening hours.
- Importantly will help massively with the pressure on the Pharmacist and Pharmacy staff.
- Will mean no long queuing times.

Some of our elderly or others may need some assistance to use it initially so help someone if they are struggling.

Joanne and Team - best wishes for when its installed and hope it helps you and your team whilst hopefully taking off a bit of the huge pressure you are under.

Thank you for all you do.



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





HM Government

NHS



“Just a bit
uncomfortable”

Contact your GP practice

If you've had **tummy trouble** such as **discomfort** or **diarrhoea** for **three weeks or more**, or seen **blood in your pee** – even just once, it could be a sign of cancer. It's probably nothing serious, but finding cancer early makes it more treatable.

nhs.uk/cancersymptoms

Clear on
cancer

Help us
help you

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



Active April 2025

MONDAY



1 Commit to being more active this month, starting today

7 Get natural light early in the day. Dim the lights in the evening

8 Give your body a boost by laughing or making someone laugh

14 Relax your body & mind with yoga, tai chi or meditation

15 Get active by singing today (even if you think you can't sing!)

21 Regularly pause to stretch and breathe during the day

22 Enjoy moving to your favourite music. Really go for it

28 Meet a friend outside for a walk and a chat

29 Become an activist for a cause you really believe in

TUESDAY

2 Spend as much time as possible outdoors today

9 Turn your household chores into a fun form of exercise

16 Go exploring around your local area and notice new things

23 Go out and do an errand for a loved one or neighbour

30 Make time to run, swim, dance, cycle or stretch today

WEDNESDAY

3 Listen to your body and be grateful for what it can do

10 Have a day with less screen time and more movement

17 Be active outside. Plant some seeds and encourage growth

24 Get active in nature. Feed the birds or go wildlife-spotting



FRIDAY

4 Eat healthy and natural food today and drink lots of water

11 Set yourself an exercise goal or sign up to an activity challenge

18 Try out a new exercise, activity or dance class

25 Have a 'no screens' night and take time to recharge yourself



SATURDAY

5 Turn a regular activity into a playful game today

12 Move as much as possible, even if you're stuck inside

19 Spend less time sitting today. Get up and move more often

26 Take an extra break in your day and walk outside for 15 minutes



SUNDAY

6 Do a body-scan meditation and really notice how your body feels

13 Make sleep a priority and go to bed in good time

20 Focus on 'eating a rainbow' of multi-coloured vegetables today

27 Find a fun exercise to do while waiting for the kettle to boil



ACTION FOR HAPPINESS

Happier • Kinder • Together

This calendar is available at [Mindful March | Action for Happiness](#) 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.

