

COURTYARD SURGERY



Patient Newsletter May 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.

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 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.

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

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 21st to April 20th

We had 2011 calls (including 25 calls attempted overnight and at weekends), and 1807 were answered before the patient hung up or requested a call back. Over half of all calls were answered in under 15 seconds. Of callers who hung up before we answered over half hung up within 20 seconds of the first ring.

The average length of a call was 2.02 minutes and the longest was over 1 hour as a clinician needed to give support and help while waiting for emergency services to arrive..

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

39 calls were transferred to a clinician.



Spot the signs of **STALKING**

Recognise.

1 in 5 women and 1 in 11 men are victims of stalking in their lifetime. If your patient appears *hypervigilant, anxious, depressed, struggles to sleep or eat, or is chronically stressed*, have you considered if it could be caused by stalking?

While it is mandatory to ask about domestic abuse, only **50% of victims** are stalked by ex-intimate partners; many victims are stalked by acquaintances, friends, neighbours, colleagues or strangers.

Respond.

Ask your patient:

- If there is a **specific person** who is causing them distress?
- What has happened in the **past three months**?
- Is this behaviour still **ongoing**?

If your patient is being targeted by *repeated behaviours* which seem *fixated and obsessed*, you should refer them to specialist stalking services.

Refer.

Refer your patient to the **National Stalking Helpline**, who will be able to provide advice and support. You can either complete a professional referral through the QR-code below or tell the patient to call 0808 802 0300. Encourage the patient to report the behaviours to the police.



suzy lamplugh **LIVE LIFE SAFE**
trust



0808 802 0300



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.



Mounjaro (tirzepatide)

Mounjaro (tirzepatide) is a medication that works by mimicking two hormones, GLP-1 (glucagon-like peptide-1) and GIP (glucose-dependent insulinotropic polypeptide), to improve blood sugar control and aid in weight management for adults with type 2 diabetes.

Advice has been given by the Faculty of Sexual and Reproductive Healthcare (FSRH).

GLP1a drugs bind to and activate the GLP1 receptor, causing a range of effects, including increased insulin secretion, glucagon suppression and slowed gastric emptying. Tirzepatide (Mounjaro) is a dual-action drug that not only acts on the GLP1a receptor but also the glucose-dependent insulinotropic polypeptide (GIP) receptor, giving (potentially) more potent effects. Given the direct GI effects of these drugs, together with the potential GI side effects of vomiting and diarrhoea, all of which could affect oral contraceptive absorption, the FSRH guidance is both welcome and reassuring.

The FSRH advise all women to use contraception whilst on GLP1a/GIP drugs as there is very limited data on the safety (or not) of these drugs in pregnancy. Because of the risk of vomiting or diarrhoea while taking these medications it is recommended to use a non-oral form of contraception. If vomiting occurs within 3 hours of taking an oral contraceptive or if severe diarrhoea persists for >24 hours, condoms are recommended and missed pill rules should be followed.

Prescribing Mounjaro (tirzepatide) in General Practice

General Practices across England are taking part in a 3-year trial of prescribing weight loss injections to people without type 2 diabetes. The trial is in 3 phases with different eligibilities.

There will be up to 200,000 people across England eligible to take part, (3.4 per 1,000 patients).

No one who is already receiving Mounjaro from a pharmacist will be able to receive prescriptions from a GP.

During the first phase available from June 23rd the requirements to join the trial during the first phase are:

- Body mass Index >40
- AND be diagnosed with at least one of the following problems
- Atherosclerotic Cardiovascular Disease.
 - diagnosed with hypertension and requiring blood pressure lowering therapy.
 - Dyslipidaemia.
 - Established diagnosis of Obstructive Sleep Apnoea (sleep clinic confirmation via sleep study) and meeting criteria for continuous positive airway pressure (CPAP) or equivalent treatment.

Patients wishing to join the trial will have to sign up to also making behavioural changes during the trial, ie increased exercise and dietary changes.

Patients taking part in the trial will be asked for regular feedback, including information about exercise and dietary changes.

Patients will be weighed prior to prescribing.

Patients suffering specified side-effects will be removed from the trial as will those if at least 5% of initial body weight has not been lost after 6 months.

At Courtyard Surgery we have started preparing a list of people, using AI software, who may be eligible for the trial but each record will have to be checked for exclusion factors that may not have been picked up in the initial list preparation.

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#>

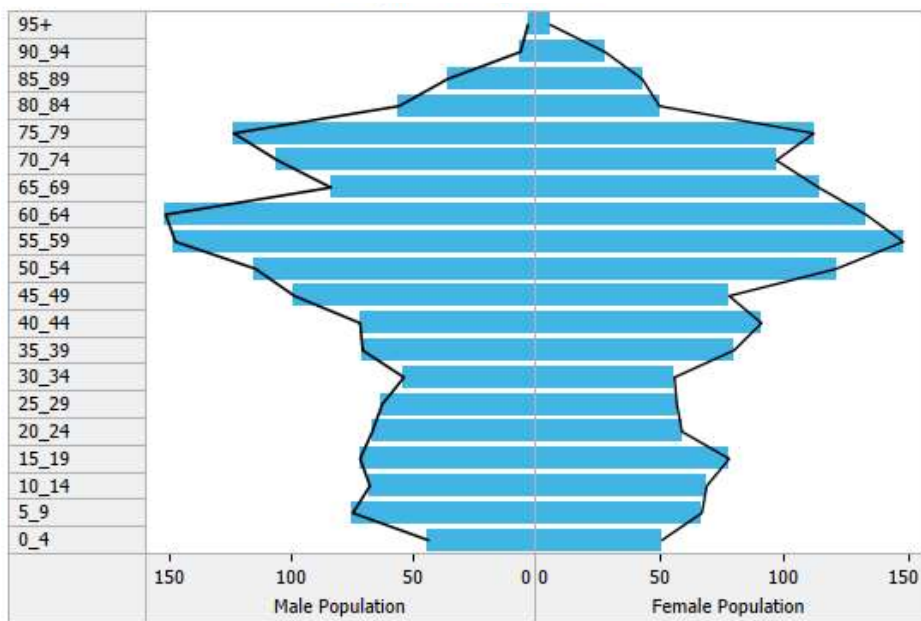
<https://www.nhs.uk/service-search/find-a-gp>

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



Spring has come to the front Courtyard.

The Snowdrops and Crocuses have flowered and died back Choisya are in blossom.

The pigeons have come back and have started building their nest.

The tub at the front has been planted up with fuchsias and will have gladioli planted soon.

<https://courtyardsurgery.co.uk/>

We try to keep the website up to date and relevant.

If you find a broken link or something that should be updated, please contact us on reception.courtyard@nhs.net marked fao Colin.

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



Meaningful May 2025

MONDAY



5 Let someone know how much they mean to you and why

12 Listen to a favourite piece of music or remember what it means to you

19 Reflect on what makes you feel valued and purposeful



26 Remember an event in your life that was really meaningful

TUESDAY



6 Look for people doing good and reasons to be cheerful

13 Find out about the values or traditions of another culture

20 Share photos of 3 things you find meaningful or memorable

27 Focus on how your actions make a difference for others

WEDNESDAY



7 Make a list of what matters most to you and why

14 Get outside and notice the beauty in nature

21 Look up at the sky. Remember we are all part of something bigger

28 Do something special and revisit it in your memory tonight

THURSDAY

1 Do something kind for someone you really care about

8 Set yourself a kindness mission to help others today

15 Do something to contribute to your local community

22 Find a way to help a project or charity you care about

29 Today do something to care for the natural world

FRIDAY

2 Focus on what you can do rather than what you can't do

9 What values are important to you? Find ways to use them today

16 Show your gratitude to people who are helping to make things better

23 Recall three things you've done that you are proud of

30 Share a quote you find inspiring to give others a boost

SATURDAY

3 Take a step towards an important goal, however small

10 Be grateful for the little things, even in difficult times

17 Find a way to make what you do today meaningful

24 Make choices that have a positive impact for others today

31 Find three reasons to be hopeful about the future

SUNDAY

4 Send your friend a photo from a time you enjoyed together

11 Look around for things that bring you a sense of awe and wonder

18 Send a hand-written note to someone you care about

25 Ask someone else what matters most to them and why

ACTION FOR HAPPINESS

Happier · Kinder · Together



This and calendars for other months are available at <https://actionforhappiness.org/all-calendars>

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 repeated this for the Spring COVID booster round.

