

COURTYARD SURGERY



Patient Newsletter June 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 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 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.

CHANGE OF E-MAIL ADDRESS

Our new address will be

courtyardsys.wiltshire@nhs.net

the old address will be available for a while and we will be sending an automated reply with the new address.

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 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



Contact your GP practice



If a friend or family member has been coughing for three weeks or more, encourage them to contact their GP practice
In addition to the symptom of a cough for three weeks or more, other symptoms of lung cancer include

- Chest infections that keep coming back
- Coughing up blood
- A long standing cough that gets worse
- An ache or pain when breathing or coughing
- Persistent breathlessness
- Persistent tiredness or lack of energy
- Loss of appetite or unexplained weight loss

Early diagnosis and treatment of cancer can save lives
For more information on cancer signs and symptoms go to
<https://www.nhs.uk/conditions/cancer/symptoms/>



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 insulintropic 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 insulintropic 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. We think only 35 patients will be eligible to join the trial.

Sending Photos to us

You can send photos to the surgery team either by

- attaching them to an e-mail sent to courtyardsys.wiltshire@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.

The collared doves have returned and are nesting under the shelter in the front courtyard.

The female lays two white eggs in the nest, which she incubates during the night and which the male incubates during the day. Incubation lasts between 14 and 18 days, with the young fledging after 15 to 19 days. They can have 3 or 4 broods each year.



We have also had at least one sparrow successfully fledge, and a pair of blackbirds are nesting.



Ordering prescriptions, the process

The most effective and safest way to order your prescriptions is via email into the surgery on courtyardsys.wiltshire@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.

The **Summary Care Record (SCR)** is a national database that holds electronic records of important patient information such as current medication, allergies and details of any previous bad reactions to medicines

It is created from GP medical records - whenever a GP record is updated, the changes are synchronised to SCR. Nothing can be added by hospitals or other care providers.

It can be seen and used by authorised staff in other areas of the NHS health and care system who are involved in the patient's direct care but do not need access to the patient's full record. The main users for Courtyard Surgery patients are pharmacies to check for drug allergies, the Ambulance Service and Emergency departments. It is not visible to private providers, care homes, adult social care, dentists, opticians or sexual health clinics.

Benefits of SCR include:

makes care safer, reduces the risk of prescribing errors, helps avoid delays to urgent care. Especially when a patient is unable to give answers to questions.

Who this service is for

This service is for authorised clinicians, health and social care workers and/or administrators, in any health or care setting based in England who need to access a patient's basic information to support their direct care.

SCR does not have a user interface - users must access it indirectly via secure clinical systems.

During COVID there was an assumption of permission made. Now the SCR can only be made available if the patient has given their GP practice permission to upload it. This can either be limited to current medication, allergies and details of any previous reactions to medicines the name, address, date of birth and NHS number of the patient. With permission we can add significant medical history (past and present), reason for medication, immunisations, and information from ReSPECT forms.

If you want either of these two levels of information made available please drop us an e-mail at courtyardsys.wiltshire@nhs.net and we will set it up in a couple of clicks.

How to keep antibiotics working



Andi Biotic approved

If you get poorly, and need antibiotics you expect them to work but antibiotic-resistant infections are becoming more common and if you get one it means antibiotics are less likely to work.

This can mean a much more serious infection, a stay in hospital and in some cases these infections can lead to death.

To help keep antibiotics working:

- 1 Don't take antibiotics for colds and flu.**
They won't work and it will contribute to making antibiotics less effective.
- 2 Don't save leftover antibiotics for later, they don't work**
- 3 Take them as directed by your dentist**



Scan the QR code to find out more



<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 courtyardsys.wiltshire@nhs.net marked fao Colin.

Your pregnancy vaccines timeline

Routine vaccines and when to have them



Seasonal vaccines offered in pregnancy

During autumn and winter, you will also be offered the flu vaccine. You can have it at any stage of pregnancy, the sooner the better

Following this schedule will provide the best protection for you and your baby

Stick this timeline up as a useful reminder

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

Joyful June 2025

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

1 Decide to look for what's good every day this month

2 Say positive things in your conversations with others

3 Re-frame a worry and try to find a helpful way to think about it

4 Take a photo of something that brings you joy and share it

5 Think of 3 things you're grateful for and write them down

6 Get out into green space and feel the joy that nature brings

7 Do something healthy which makes you feel good

8 Find joy in music: sing, play, dance, listen or share

9 Ask a friend what made them happy recently

10 Bring joy to others by doing something kind for them

11 Eat good food that makes you happy and really savour it

12 Write a gratitude letter to thank someone

13 Take a light-hearted approach. Choose to see the funny side

14 Share a happy memory with someone who means a lot to you

15 Look for something to be thankful for where you least expect it

16 Speak to others in a warm and friendly way

17 Take time to notice things that you find beautiful

18 Look for something good in a difficult situation

19 Get outside and find the joy in being active

20 Rediscover and enjoy a fun childhood activity

21 Send a positive note to a friend who needs encouragement

22 Watch something funny and enjoy how it feels to laugh

23 Create a playlist of uplifting songs to listen to

24 Bring to mind a favourite memory you feel grateful for

25 Show your appreciation to people who are helping others

26 Make time to do something playful, just for the fun of it

27 Be kind to you. Do something that brings you joy

28 Notice how positive emotions are contagious between people

29 Share a friendly smile with people you see today

30 Make a list of the joys in your life (and keep adding to it)



ACTION FOR HAPPINESS

Happier · Kinder · Together

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.

