

COURTYARD SURGERY



Patient Newsletter July 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.

SKIP THE SUGAR

they're sweet enough!

Too much food and drink containing sugar can harm your baby's tiny teeth. This can lead to tooth decay. To help protect their smile, avoid adding sugar to their meals.



Visit **Start for Life** or scan the QR code for more tips and advice.



<https://www.nhs.uk/start-for-life/baby/weaning/>

This website contains links to weaning guides, including when, how, and what to feed



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/>



Effervescent and soluble tablets

If you are using over the counter or prescription effervescent or soluble tablets the solution should not be drunk until the fizzing stops.

If, when you have drunk it, there are still gritty bits left in the glass and some more water swirl it around in the glass and drink what is left.

Otherwise, you will not be getting the full amount of the active ingredients.

We have been sent a warning that some tablets are taking up to 5 minutes to dissolve.

marketlavington@daylewisplc.co.uk

1. Patients can use this e-mail address which is regularly checked
2. Send an e-mail to request next item on a squirrel and say if there is something they do not want.
3. Please give 2 working days at least to allow the prescription to be ordered.

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.

NHS Ratings & Reviews service on NHS.uk has been hidden from public view from 20th June 2025.

This decision follows a comprehensive review of the service's usage, technical sustainability, and alignment with strategic priorities.

Why This Change Is Being Made.

The Ratings & Reviews service was developed to enhance patient feedback and transparency through modern technologies, including AI moderation. However, several factors have informed the decision to remove it from public view:

- **Low Engagement:** In the past two years, 91% of services received two or fewer reviews, with 87% of users dropping off at the start of the 'leave a review' journey.
- **Limited Value:** The service has not achieved the level of uptake required to justify ongoing investment or deliver meaningful benefits at scale.
- **Technical and Security Challenges:** The current infrastructure requires significant upgrades to meet essential security and compliance standards.
- **Resource Constraints:** At present, there is limited capacity to address the technical and operational demands needed to sustain and improve the service.

What This Means for the practice

- Patients will no longer be able to view or leave reviews for our service on NHS.uk.
- Our service profile will remain active, but the ratings and reviews section will be hidden.

Next Steps

The underlying technology will be retained internally to support potential future developments across NHS digital services. In the meantime, users will be signposted to alternative feedback channels.

Best regards,
The NHS Ratings & Reviews Team

GP PATIENT SURVEY

Every year a random selection of our patients receive a survey asking questions about their interaction with us. 230 surveys were sent out. Thank you to the 111 people who completed and returned the forms. The results for our survey with a comparison with National and more local data is at:

<https://www.gp-patient.co.uk/patientexperiences?practicecode=J83619>

The data is available for all practices in England. We will use it to see what areas we can improve our service to patients in.

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

Prescribing Tirzepatide/Mounjaro for weight loss in General Practice.

Many people will have heard that Mounjaro can now be prescribed in General Practice. Most news organisations failed to mention that this is a series of clinical/drug trials and only limited numbers of patients can take part in the trials.

We will contact eligible people individually with full information and inviting them to enter the trial.

1 patient is eligible for the trial that is just starting.

5 for the trial starting in June 2026 and a further 12 for the trial

Every year, thousands of older people need hospital care for respiratory syncytial virus (RSV) infection.

RSV vaccination is the best way to protect yourself.

Your GP surgery will contact you to offer an appointment.



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.

NHS Cervical Screening Programme Extended Screening Intervals Toolkit

Currently in England, women and people with a cervix aged 25-49 years are routinely invited for cervical screening every 3 years. But now that there is a better test for HPV, the UK National Screening Committee (UKNSC) has recommended that those testing negative won't need to come for a cervical screening quite so often – every 5 years instead of every 3.

Only those who attend cervical screening on or after 1 July, and meet the clinical criteria, will have their next test due date set at 5 years.

NHS England made this decision based on clinical advice from experts. Those aged 50 to 64 are already invited every 5 years

This is happening from 1st July 2025 – so anyone who is screened on or after this date, and tests negative for HPV, they will move to 5 yearly screening unless previous screening history suggests they should be screened more regularly. If someone is screened before 1 July 2025 and test negative for HPV, they will stay on the current 3 yearly recall until they're next due a screen in 3 years' time.



UK Health Security Agency

NHS

Twinkle twinkle
little star,
if I'm vaccinated,
the safer you are.

Getting vaccinated while pregnant
helps protect you and your baby.
Speak to your maternity team.

Search NHS
vaccinations
in pregnancy
to find out more

The poster features a pregnant woman in a dark blue dress with a white star pattern, holding her belly. Inside the belly, a baby is depicted in a white circle with stars. The background is a dark blue night sky with yellow stars and a large yellow crescent moon. The NHS logo is in the top right corner. A QR code is located in the bottom right corner.

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.

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>

Jump Back Up July 2025

MONDAY



TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

1 Take a small step to help overcome a problem or worry

2 Adopt a growth mindset. Change "I can't" into "I can't...yet"

3 Be willing to ask for help when you need it

4 Find something to look forward to today

5 Get the basics right: eat well, exercise and go to bed on time

6 Pause, breathe and feel you feet firmly on the ground

7 Shift your mood by doing something you really enjoy

8 Avoid saying "must" or "should" to yourself today

9 Put a problem in perspective by seeing the bigger picture

10 Reach out to someone you trust and share your feelings with them

11 Look for something positive in a difficult situation

12 Write your worries down and save them for a specific 'worry time'

13 Challenge negative thoughts. Find an alternative interpretation

14 Get outside and move to help clear your head

15 Set yourself an achievable goal and take the first step

16 Find fun ways to distract yourself from unhelpful thoughts

17 Use one of your strengths to overcome a challenge today

18 Let go of the small stuff and focus on the things that matter

19 If you can't change it, change the way you think about it

20 When things go wrong, pause and be kind to yourself

21 Identify what helped you get through a tough time in your life

22 Find 3 things you feel hopeful about and write them down

23 Remember that all feelings and situations pass in time

24 Choose to see something good about what has gone wrong

25 Notice when you are feeling judgmental and be kind instead

26 Catch yourself over-reacting and take a deep breath

27 Write down 3 things you're grateful for (even if today was hard)

28 Think about what you can learn from a recent problem

29 Be a realistic optimist. Focus on what could go right

30 Reach out to a friend, family member or colleague for support

31 Remember we all struggle at times - it's part of being human

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.

