

COURTYARD SURGERY



Patient Newsletter August 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.

COVID and Flu Vaccinations

Autumn/Winter 2025

WINTER 2025/2026 ELIGIBILITY		
If eligible for COVID-19 patient WILL be eligible for Flu		
WINTER 2025/2026 ELIGIBILITY	FLU	COVID-19
OVER 65's	✓	✗
OVER 75's	✓	✓
6 MONTH to 74 YEARS IMMUNOSUPPRESSED	✓	✓
CLINICALLY at RISK	✓	✗
OLDER ADULT CARE HOME RESIDENTS	✓	✓
NON-OLDER ADULT CARE HOME RESIDENTS	✓	✗
FRONTLINE HEALTH & SOCIAL CARE WORKERS	✓	✗
PREGNANT WOMEN	✓	✗
SCHOOL AGED CHILDREN	✓	✗

COVID 586 patients will be eligible.
Vaccinations will be available from early October.

Flu.

We will have 1330 doses of vaccine available.

These will be available from October 1st
(September 15th for pregnant women)

We will start booking appointments at the Open Day on Saturday
August 30th.

Electronic booking for appointments will be available soon after with
text and e-mail links being sent out.

Please tell us in advance if you are:

The main carer for, or sharing a home with, someone who is
immunocompromised.

Or, you are a frontline health worker.

Marmalade Connections - referrals open

Marmalade Connections is a short term, 1:1 volunteer led project based on a social prescribing model. We are open for referrals based across most of the South West.

The project involves a weekly phone call for a person living alone and experiencing significant loneliness, with the aim of helping them establish new social connections.

The project has a rolling start date and runs for up to 15 weeks. See our website for criteria and to make a referral.

Email: connections@marmaladetrust.org

Visit: marmaladetrust.org | Call: 07566244788



Volunteers wanted

If you would like to volunteer as a caller please contact Marmalade Connections using the details above.

Telephony service

Our telephony provider moved us to a new system in February and we have experienced some intermittent problems.

We are working with our provider to resolve the issue.

We are aware that that some people have experienced a 30 second delay before being able to hear our staff when receiving a call from the surgery.

Receiving incoming calls has also been an issue on occasion. Please bear with us while we continue to work with our provider to resolve the issues.

Please let us know if you experience a problem contacting us by phone.

Our email address is courtyardsys.wiltshire@nhs.net

How to save energy in your home

if you want help to in doing your bit to reduce your carbon footprint, have a look at the following websites:

<https://www.gov.uk/improve-energy-efficiency>

<https://energysavingtrust.org.uk/about-us/>

Experiencing financial worries

If you are experiencing financial worries, the Money Helper website provides a range of practical information and tools including calculators:

<https://www.moneyhelper.org.uk/en/everyday-money>

Looking after our mental wellbeing

We all have times when we feel low, anxious or overwhelmed and it's not always easy to know what to do to feel better. Here, you can find what works for you:

<https://www.nhs.uk/every-mind-matters/>

Keeping safe in hot weather

Please take care this summer while we experience high temperatures and take note of the advice on keeping well in hot weather

- keep out of the sun at the hottest time of the day, between 11am and 3pm
- if you are going to do a physical activity (for example exercise or walking the dog), plan to do these during times of the day when it is cooler such as the morning or evening
- keep your home cool by closing windows and curtains in rooms that face the sun
- if you do go outside, cover up with suitable clothing such as an appropriate hat and sunglasses, seek shade and apply [sunscreen](#)
- drink plenty of [fluids](#) and limit your alcohol intake
- check on family, friends and neighbours who may be at [higher risk](#) of becoming unwell, and if you are at higher risk, ask them to do the same for you
- know the symptoms of [heat exhaustion and heatstroke](#) and what to do if you or someone else has them

<https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-staying-safe-in-hot-weather>

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.

FRIENDS OF COURTYARD SURGERY

West Lavington

OPEN DAY

SATURDAY 30TH AUGUST 2025

10am to 2pm

We are having an open day to promote Wellbeing on the above day. Tea/Coffee and cakes will be available for a small donation.

We are hoping to brighten up the waiting room and corridors and we are looking for local artists/ photographers who would like to display their work in the surgery. If you have an interest, please call Susan 01380 830423 or 07427622558 to find out more or bring your work to the surgery on the open day or drop off at reception.

If you wish to sell your work then this can also be arranged.

If you need framing then we also have a local framer who is willing to frame work for display purposes.

Everyone is welcome, whether or not you use the surgery.

Friends of Courtyard Surgery are a registered Charity and raise funds to help with the wellbeing of patients and buy equipment for the surgery not available from the NHS

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 shown in a white circle with a star. 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 in the bottom right corner.

MEASLES



BIMA
BRITISH ISLAMIC
MEDICAL ASSOCIATION

There has been a sharp rise of measles cases in our communities

Most of these cases are young children who have not had the MMR vaccine.



Symptoms include...

High fever ($>39^{\circ}\text{C}$)

Red & watery eyes

Runny or blocked nose

Cough and cold like symptoms, followed by a...

Rash which spreads from the face down to the rest of the body, and white spots may appear inside the cheek



What to do if you suspect your child has measles?

If you are worried that your child has measles, get advice via your GP or 111. **Do not send them to school or visit relatives.**

Seek urgent help by calling 999 or attending A & E, if they:

- become drowsy
- are taking half their usual amount of feeds/fluids
- have a rash that does not fade when pressed
- become short of breath



Measles is a very serious infection



The measles virus spreads through air, in areas such as playgroups, nurseries and schools. It can make the body prone to serious complications that affect the lungs and brain. **1 in 5 children who contract measles will need a hospital visit.**



Measles can also affect adults

Measles can make people with vulnerable immune systems very ill e.g., cancer, pregnancy, or if taking certain medications.

The MMR Vaccine

The MMR vaccine is free and safe. **Two doses provide life-long 99% protection against catching measles.** It is part of the routine NHS childhood vaccinations to protect against measles, mumps and rubella.

The MMR vaccine is given in **two stages**:

1st dose - at 1 year of age.

2nd dose - at 3 years 4 months of age.

There are 2 vaccine brands in the UK. One of these does not contain pork gelatine (**Priorix**). This can be requested from your GP surgery.



If you're an adult who has not been vaccinated

Ask at your GP surgery. Vaccination is **especially important if you are pregnant** or have a vulnerable immune system. It's never too late!

Find out more

- www.nhs.uk/conditions/measles
- <https://www.gov.uk/government/publications/mmr-for-all-general-leaflet/mmr-for-all-general-guide>



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.



Triple P Family Transitions

**Struggling With
Co-Parenting?
You're Not Alone.**

**Are you finding co-parenting challenging?
Can't agree on the decisions being made for your
child?**

Parenting after separation isn't easy — but you don't
have to go through it alone.

Join our co-parenting programme and connect with
other separated parents/carers on a similar journey.

This supportive programme is designed to help you navigate the
challenges of shared parenting and will empower you to put your
child's wellbeing first.

Call us for more
information or to ask for a
space on: 0800 970 4669
or use the code opposite to
sign up directly.

<https://wiltshiretogether.org.uk/alltogether>



Spurgeons

**Family Hub
Wiltshire Council**

**All
Together**
Supporting families in Wiltshire

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.



Within My Reach

Time for Us

Would you like some support communicating as a couple?

Do you need help to understand each other and be better listeners to make positive changes in your relationship?

If so, then come along and join our group of like minded couples.

Call us for more information or to ask for a space on: 0800 970 4669 or use the code opposite to sign up directly.

<https://wiltshiretogether.org.uk/alltogether>



Spurgeons

Family Hub
Wiltshire Council



All
Together

Supporting families in Wiltshire



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

Riverside Sanctuary

Alabaré Riverside Sanctuary is our place of calm drop in, welcoming anyone who is aged 16+ and living in Wiltshire, and seeking mental health support or struggling to manage their mental wellbeing.

The sanctuary is a relaxing space where our specialist, peer-led team can provide you with non-judgmental confidential guidance and support, including coping strategies, and help you get further support if needed. Every week we also run a range of informal group activities, including sessions such as cooking, crafting and games.

You are also welcome to come along if you are a friend, family member or a professional supporting someone who is struggling.

Riverside Sanctuary is FREE to access and we are open from 4 pm-11 pm, every day of the year.



Walk in – You can find us at Riverside Sanctuary 2 Watt Road, Salisbury SP2 7UD – follow the signs to the rear of the building.



riversidesanctuary@alabare.co.uk

Alabaré are part of the Mental Health and Wellbeing Partnership delivering mental health support services for people in Bath and North East Somerset, Swindon and Wiltshire (BSW).
Support at the right time and in the right place for people living in BaNES, Swindon and Wiltshire.
<https://alabare.co.uk/what-we-do/mental-health/>

Our Access Community Mental Health team enable people to receive the right mental health support when they need it.

Working alongside you, our experienced, peer-led team will help you:

- Identify your goals and help you take steps to achieve them
- Access local mental health services, such as wellbeing groups or counselling
- Access resources available to you in your local community
- Develop coping techniques to boost your resilience
- Plan your next steps, focusing on building your independence and long-term wellbeing

This service is available to anyone aged 16+ living in Wiltshire or who is registered with a Wiltshire GP.

Refer yourself or someone else by filling in our referral form or by contacting us using the details below.

If you live in Wiltshire you can refer yourself by...



Completing our [on-line referral form](#)



Calling us on 0300 222 5745



Emailing us at accesscommunitymentalhealth@alabare.co.uk



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.

