

COURTYARD SURGERY



Patient Newsletter September 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.

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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

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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, Debby and Sally are the core of our Patient Team. Three new team members are joining us, bringing new skills and experiences. 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.

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COVID and Flu Vaccinations

Autumn/Winter 2025

WINTER 2025/2026 ELIGIBILITY		
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If eligible for COVID-19 patient WILL be eligible for Flu		
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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	✓	✗

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**The main carer for, or sharing a home with, someone who is
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Or, you are a frontline health worker.

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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:

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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

Once a year the surgery is open for appointments on a Saturday for both our patients and those from all the practices south of Salisbury Plain.

This year, as well as seeing patients, we had an open day to promote wellbeing through art.

Local Artists and photographers displayed their work. Many of the works are for sale, some via negotiation with the artist with a proportion going to FOCS. Others have been donated and will be available for permanent display.

The walls of the waiting room are going to be painted soon, and this will include a mural near the children's toys.

This was an enjoyable day, when we could welcome people in and answer questions as well as doing health checks and vaccinations.

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

This guide tells you what to expect from your general practice (GP) and how you can help us, so you get the best from the National Health Service (NHS). Details can be found through either of the links below.

[NHS England » You and your general practice – English](#)

<https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/>

This page includes links to the same information in other languages including Polish, Gujarati, Chinese and Punjabi

Be tick aware

Scan the
code for more
information



Enjoying the great outdoors?

Tick Awareness

1 Use an insect repellent that prevents ticks

2 Wear long sleeves and long trousers to prevent direct skin exposure

3 Keep to clearly defined paths and avoid brushing against vegetation

6 If you find a tick, safely remove it as soon as possible

5 When you're back indoors, check for any ticks on you, your children and pets

4 Check for ticks on young children, including around their heads and necks



The most common symptom of Lyme disease is a spreading, red 'bullseye' rash at the site of the tick bite. This typically develops 3 to 30 days after being bitten. These cases will be treated on clinical suspicion and laboratory testing is not required.

About a third of Lyme disease cases do not notice a rash and may present with nonspecific flu-like symptoms such as fever, fatigue, myalgia and headache. Neurological symptoms including nerve pains and numbness, tingling in the hands and feet and Bell's palsy may also be experienced.

We will have to consider a range of differential diagnoses and laboratory testing will be needed to reach a diagnosis.

Employment support directory for residents with Mental Health or MSK long-term health conditions

The government has focused on raising the employment rate nationally to 80% through the Get Britain Working plans. The Work and Health Partnership was created by BSW ICB. The partnership has worked with local partners to map the employment support offers for residents with long-term health conditions across BSW, focused on residents with mental health issues, musculoskeletal conditions and/or physical disabilities. This directory of information is now available.

If you want to see what support is available ask our team to e-mail you the Employment Support Document stored on TeamNet

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 starting in February 2027.



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.

Are you aged 75 to 79?
You can protect yourself from serious lung infection

NHS

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.

To help avoid tooth decay

SAY GOODBYE to the bottle

Introducing your baby to free-flow cups from 6 months can help avoid tooth decay. Stop using baby bottles from the age of 1 year.



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



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.

**The HPV vaccine is safe,
effective and has
prevented
thousands
of cancers**

**Let's stop
cervical
cancer
together**

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.



Feeling anxious or depressed?

NHS Talking Therapies can help

Struggling with feelings of depression, excessive worry, panic attacks, social anxiety, post-traumatic stress or obsessions and compulsions? A trained clinician can help.

The service is effective, confidential and free.

Talking therapies are also available in your chosen language through multi-lingual therapists or confidential interpreters, and in British Sign Language, through SignHealth's Therapies for Deaf people service.

Your GP can refer you or refer yourself at **[nhs.uk/talk](https://www.nhs.uk/talk)**

**Help Us Help You –
Mental Health Matters**



**Help us
help you**



<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

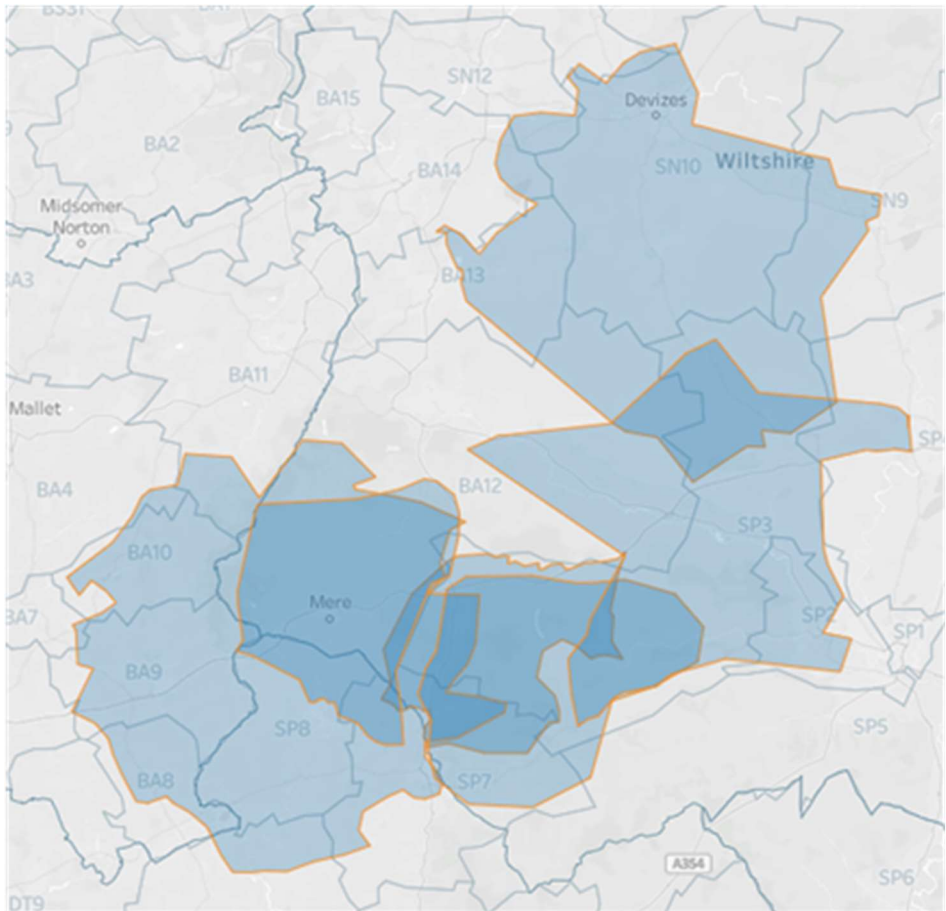


Sarum West Primary Care Network

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.



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FRONTLINE HEALTH & SOCIAL CARE WORKERS	✓	✗
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Or, you are a frontline health worker.

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

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

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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:

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- 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

Once a year the surgery is open for appointments on a Saturday for both our patients and those from all the practices south of Salisbury Plain.

This year, as well as seeing patients, we had an open day to promote wellbeing through art.

Local Artists and photographers displayed their work. Many of the works are for sale, some via negotiation with the artist with a proportion going to FOCS. Others have been donated and will be available for permanent display.

The walls of the waiting room are going to be painted soon, and this will include a mural near the children's toys.

This was an enjoyable day, when we could welcome people in and answer questions as well as doing health checks and vaccinations.

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

This guide tells you what to expect from your general practice (GP) and how you can help us, so you get the best from the National Health Service (NHS). Details can be found through either of the links below.

[NHS England » You and your general practice – English](https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/)

<https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/>

This page includes links to the same information in other languages including Polish, Gujarati, Chinese and Punjabi

Be tick aware

Scan the
code for more
information



Enjoying the great outdoors?

Tick Awareness

1 Use an insect repellent that prevents ticks

2 Wear long sleeves and long trousers to prevent direct skin exposure

3 Keep to clearly defined paths and avoid brushing against vegetation

6 If you find a tick, safely remove it as soon as possible

5 When you're back indoors, check for any ticks on you, your children and pets

4 Check for ticks on young children, including around their heads and necks



The most common symptom of Lyme disease is a spreading, red 'bullseye' rash at the site of the tick bite. This typically develops 3 to 30 days after being bitten. These cases will be treated on clinical suspicion and laboratory testing is not required.

About a third of Lyme disease cases do not notice a rash and may present with nonspecific flu-like symptoms such as fever, fatigue, myalgia and headache. Neurological symptoms including nerve pains and numbness, tingling in the hands and feet and Bell's palsy may also be experienced.

We will have to consider a range of differential diagnoses and laboratory testing will be needed to reach a diagnosis.

Employment support directory for residents with Mental Health or MSK long-term health conditions

The government has focused on raising the employment rate nationally to 80% through the Get Britain Working plans. The Work and Health Partnership was created by BSW ICB. The partnership has worked with local partners to map the employment support offers for residents with long-term health conditions across BSW, focused on residents with mental health issues, musculoskeletal conditions and/or physical disabilities. This directory of information is now available.

If you want to see what support is available ask our team to e-mail you the Employment Support Document stored on TeamNet

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 starting in February 2027.



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.

Are you aged 75 to 79?
You can protect yourself from serious lung infection

NHS

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.



To help avoid tooth decay

SAY GOODBYE to the bottle

Introducing your baby to free-flow cups from 6 months can help avoid tooth decay. Stop using baby bottles from the age of 1 year.



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



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.

A portrait of a smiling woman wearing a black hijab and a red jacket with a fur collar. She is looking directly at the camera. The portrait is framed within a large circle on a teal background. A black arrow points from the top left towards the circle, and another black arrow points from the bottom right towards the circle.

**The HPV vaccine is safe,
effective and has
prevented
thousands
of cancers**

A yellow circle with a black outline containing black text. It is positioned in the bottom right area of the teal background, overlapping the bottom right of the circular portrait frame. A black arrow points from the bottom right towards the circle.

**Let's stop
cervical
cancer
together**

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.



Feeling anxious or depressed?

NHS Talking Therapies can help

Struggling with feelings of depression, excessive worry, panic attacks, social anxiety, post-traumatic stress or obsessions and compulsions? A trained clinician can help.

The service is effective, confidential and free.

Talking therapies are also available in your chosen language through multi-lingual therapists or confidential interpreters, and in British Sign Language, through SignHealth's Therapies for Deaf people service.

Your GP can refer you or refer yourself at **[nhs.uk/talk](https://www.nhs.uk/talk)**

**Help Us Help You –
Mental Health Matters**



Help us
help you



<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...



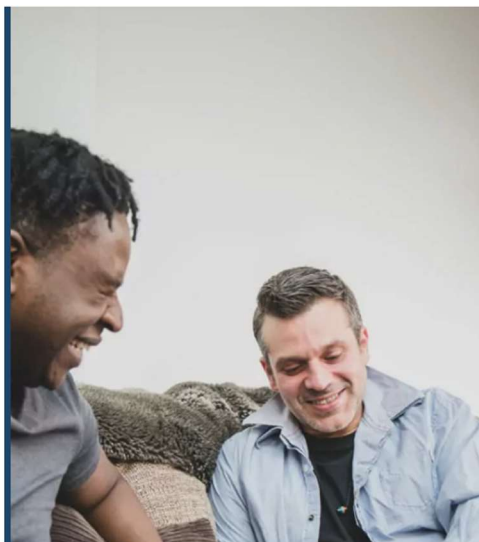
Completing our [on-line referral form](#)



Calling us on 0300 222 5745



Emailing us at accesscommunitymentalhealth@alabare.co.uk



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.

