

COURTYARD SURGERY



Patient Newsletter October 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, Debby Sally, Georgia and Amy 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.

New GP contract arrangements have been put into place.

There are huge differences between what has been said on TV, in the press and reality.

Ability to request non-urgent online appointments, medication queries & admin requests via online consultation tools during 8am – 6.30pm

This is for non-urgent contacts and can be accessed via our website.

<https://courtyardsurgery.co.uk/services/managing-your-health-online/online-forms/>

or

<https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=J83619>

Unlike many practices these are never switched off and we will always aim to check for, triage and respond to messages within 1 working day.

This has been available for over a year.

You and Your General Practice – must be published on practice websites and sets out the standards that patients can expect from their GP team.

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

We are a small practice and have permission to close our doors from 12.30 to 13.30. We can still be contacted by phone at these times via a bypass telephone number which is available via our recorded message.

GP Connect Access Record and Update Record – must be enabled within GP practice clinical systems.

Registered Pharmacists will be able to add information to your medical record, if the prescribe for you or have a consultation with you, rather than sending us an e-mail to add to your record.

Practices must provide the option to book non-urgent appointments via websites and Apps.

This is **NOT** a contractual requirement, currently it is available for flu and COVID vaccination only. The best way to book an appointment is to phone the surgery and the Patient Liaison Team will collect information to direct you to the best care option.

COVID and Flu Vaccinations Autumn/Winter 2025

WINTER 2025/2026 ELIGIBILITY		
 Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board		
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)

As well as mid week appointments we also have appointments
available on **Saturday 11th and 18th of October**

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.

Telephony service

We now have an agreement to change telephony provider.
The current provider was slow to accept that there was a problem
and even slower to come up with a solution.
The new provider X-On Health

Despite these problems the average wait time for us to answer in the first 4 weeks of September, including the occasional periods of silence because of the telephony problems was 81.8 seconds, and only 165 out of 2030 calls to us were abandoned before we could properly answer. The average time we spoke with patients for was just over 2 minutes, though one call lasted for just over 2 hours.

Just 2 people used the automated call back

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/>

Social prescribing – addressing people's needs in a holistic way

GPs and other health care professionals can refer people to a range of local, non-clinical services, supported by a link worker or connector



What is a Social Prescriber?

Do you know your surgery has two?

Sara and Xanthe

A social prescriber, also known as a Social Prescribing Link Worker, connects people to non-medical services and activities in their community to address social, emotional, or practical needs that affect their health and wellbeing. They work in healthcare settings like GP practices to provide personalized support by helping individuals find local groups, charities, and services for issues such as loneliness, financial instability, mental health problems, or long-term conditions.

They can help with:

Identifying what benefits are available.

Support with form filling.

Connecting with local groups.

Employment support, connecting with local job centres, and specialist employment support.

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.

- **New mental health Recovery College now open in BSW**
From **1 October 2025**, anyone aged over 18 living in Bath and North East Somerset, Swindon and Wiltshire can access the new **BSW Recovery College** which is **now open for bookings**.
The college offers **free in-person and online psychoeducation courses** on topics such as sleep, anxiety, resilience, and mindfulness. More courses will be added as the College expands. Courses are open to people with mental health needs, as well as carers, friends and family.
How to access:
 - **Self-referral** via online bookingFind out more and view the course list **here**.

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.

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

Flu, COVID, Pneumonia, RSV, Shingles Vaccinations

We are offering all these during November and December.
Please phone us on 01380 - 813300 to check if you are eligible and to make appointments.

I came across the message below on Facebook and decided to share it.

The flu shot is made with dead virus. Killed. Completely inactive. That low grade fever and body aches you get after vaccination is from your immune system beating the crap out of a corpse. Your body is training for the real fight. It's like a stationary punching bag preparing you for self defense. You might leave class hot, sweaty and with sore muscles but you can take on an assailant if you have to later. Your punching bag didn't assault you and your flu shot didn't give you the flu.



One Vaxxed Nurse

Employment support directory for Wiltshire 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

What happens when you stop smoking?

It is never too late to stop smoking and many health benefits will happen faster than you think. Here's what can happen after your last cigarette...

After 20 minutes...



Your pulse is already returning to normal.

After 8 hours...



Your oxygen levels are recovering and the harmful carbon monoxide in your body has halved.

After 48 hours...



All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.

After 3 to 9 months...



Your lungs are working 10% better so less coughing and wheezing.

After 2 to 12 weeks...



Your blood is pumping to your heart and muscles better thanks to improved circulation.

After 72 hours...



Breathing feels easier and best of all you're feeling more energetic.

After 1 year...



Your risk of a heart attack has halved compared to a smoker.

After 10 years...



Your risk of death from lung cancer has halved.

After 15 years...



Your risk of heart attack is now the same as someone who has never smoked.

With the right support you're up to three times as likely to quit for good.

search Better Health Quit Smoking now



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.



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

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 courtyardsys.wiltshire@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, moving them to a hub and spoke system where prescriptions are processed elsewhere and delivered to the pharmacy pre-bagged for you.

Please request prescriptions when you still have 14 days supply left.

Summary Care Record (SCR)

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.

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

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.

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.

When am I going home?

It's ok to ask.

Once you have had the care that you need in hospital, research shows that going home will help you get better much faster. That's why it's important that we work together to get you, or your loved one, home when it is safe to do so.

Ask us for more information.



The Friends of Courtyard Surgery (FOCS)

Raising money to buy extra equipment
to help patients and staff at
Courtyard Surgery

Tickets available from early-October
Draw on December 14th

Please drop off any prize donations
at the reception desk

All the blood pressure machines that we lend out, the new ECG machine, and the new vaccine fridge that allows us to provide COVID vaccinations in the surgery were bought by FOCS.

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

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

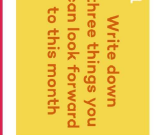
Optimistic October 2025



ACTION FOR HAPPINESS

Happier · Kinder · Together



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 6 Remind yourself that things can change for the better	 7 Look for the good in people around you today	 1 Write down three things you can look forward to this month	 2 Find something to be optimistic about (even if it's a difficult time)	 3 Take a small step towards a goal that really matters to you	 4 Start your day with the most important thing on your to-do list	 5 Be a realistic optimist. See life as it is, but focus on what's good
 13 Ask for help to overcome an obstacle you are facing	 14 Do something constructive to improve a difficult situation	 15 Thank yourself for achieving the things you often take for granted	 16 Put down your to-do list and do something fun or uplifting	 17 Take a small step towards a positive change you want to see in society	 18 Set hopeful but realistic goals for the days ahead	 19 Identify one of your positive qualities that will be helpful in the future
 20 Find joy in tackling a task you've put off for some time	 21 Let go of the expectations of others and focus on what matters to you	 22 Share a hopeful quote, picture or video with a friend or colleague	 23 Recognise that you have a choice about what to prioritise	 24 Write down three specific things that have gone well recently	 25 You can't do everything! What are your three priorities right now?	 26 Find a new perspective on a problem you face
 27 Be kind to yourself today. Remember, progress takes time	 28 Ask yourself, will this still matter a year from now?	 29 Plan a fun or exciting activity to look forward to	 30 Identify three things that give you hope for the future	 31 Set a goal that brings a sense of purpose for the coming month		

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.

