

COURTYARD SURGERY



Patient Newsletter December 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, but will be taking time away from us soon while covering for maternity leave at a practice nearer to her home.

Dr Oluwakemi Alonge Dr Kemi is now a fully qualified GP and is going to be working at a practice nearer to her home.

Visiting Locums – we have regular locums, Dr Peter Phillips and Dr Anne Lashford.

Nurse Jo Addison (Monday to Thursday) is our senior nurse. Jo has an MSc in Advanced Clinical Practice and is qualified as an Advanced Nurse Practitioner providing triage, prescribing and same day appointments, while continuing to administer all baby immunisations. 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.

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 Will be stopping work soon as she is going on Maternity Leave. Aliya has been contacting many of our patients over the last few years to help with medication requests.

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 or Nursing 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.

Where to go for the right medical help



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

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.

Across Bath and North East Somerset, Swindon and Wiltshire (BSW), a number of different services are available to support people living with obesity. There is a growing demand for weight management services, especially because of newly available pharmaceutical treatments for weight loss.

Our current weight management services were designed at a time when rates of obesity were lower and before the introduction of new weight loss treatments. Over recent years increasing numbers of patients have been referred to the specialist weight management services, provided by hospitals. In light of the growing waiting list and the availability of new drug treatments, we need to review current services to ensure they meet the needs of patients and reflect recent developments in treatments. To help us do this, we would really value your feedback.

The acute hospital trusts in Bath, Swindon and Salisbury are developing a proposal on the future of specialist weight management services in our area. This proposal is being developed alongside colleagues working in our three local councils, to ensure we provide a joined-up service that also aims to address the wider causes of obesity. This proposal will be used as the basis for funding application for the opportunity to receive a share of £85m for obesity funding innovations.

To be successful in our application we will need to develop an innovative community and primary care-based weight management service. And we need to know what you think!

We believe it is essential that we take the views of service users and patients into account when we make decisions and we would really value your insights in helping to shape future services.

You can pass on your views by filling in this simple survey. All answers collected are anonymous and the survey should take less than 10 minutes to complete.

Survey deadline: Sunday 7 December

Telephony service

We have changed service provider, and after a few hiccups which were soon sorted out we are happy with the service we are getting.

The biggest difference is the voice used for the messages you hear. This is a female voice with a deeper tone than before so that older patients with difficulty hearing high frequencies are better able to hear the messages.

Our call statistics have not been good over the last month because of staff illness and holidays.

Of the 1473 incoming calls, 1398 were answered before the caller hung up. 6 people have used the call back option.

Our average time for answering a call was 1m 3s, which is very poor by our standards and we aim to improve in coming months.

Our average talk time was 2m 15s.

Christmas and New Year Pharmacy Opening Hours

These are not available yet but will appear at the web addresses below.

As soon as they are available for local pharmacies these will go on our website,

<https://www.england.nhs.uk/south/info-professional/pharm-info/pharmacy-opening-hours/>

<https://bsw.icb.nhs.uk/>



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	✓	✗

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

Eligibility for shingles vaccine

If you have a severely weakened immune system (as described in the Green book chapter) you will be offered the shingles vaccine from 18 years of age

If you are over 70 years of age and have not had shingles vaccine before you remain eligible up to your 80th birthday

Turning 70?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
 70 th	1 September 1953 – 31 August 1954	1 September 2023	Year 1
	1 September 1954 – 31 August 1955	1 September 2024	Year 2
	1 September 1955 – 31 August 1956	1 September 2025	Year 3
	1 September 1956 – 31 August 1957	1 September 2026	Year 4
	1 September 1957 – 31 August 1958	1 September 2027	Year 5

Turning 65?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
 65 th	1 September 1958 – 31 August 1959	1 September 2023	Year 1
	1 September 1959 – 31 August 1960	1 September 2024	Year 2
	1 September 1960 – 31 August 1961	1 September 2025	Year 3
	1 September 1961 – 31 August 1962	1 September 2026	Year 4
	1 September 1962 – 31 August 1963	1 September 2027	Year 5

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 SystemConnect if you log-in via SystemOne 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.



Free parking for Blue Badge holders following Full Council approval
Parking for all Blue Badge holders in council-operated car parks will be free once again, following a vote at the Full Council meeting held on Tuesday 21 October.

Blue Badge holders can park in any Blue Badge bay or any undesignated bay, so long as long as they display their Blue Badge at all times.

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.



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.



The Friends of Courtyard Surgery (FOCS)

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

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**

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

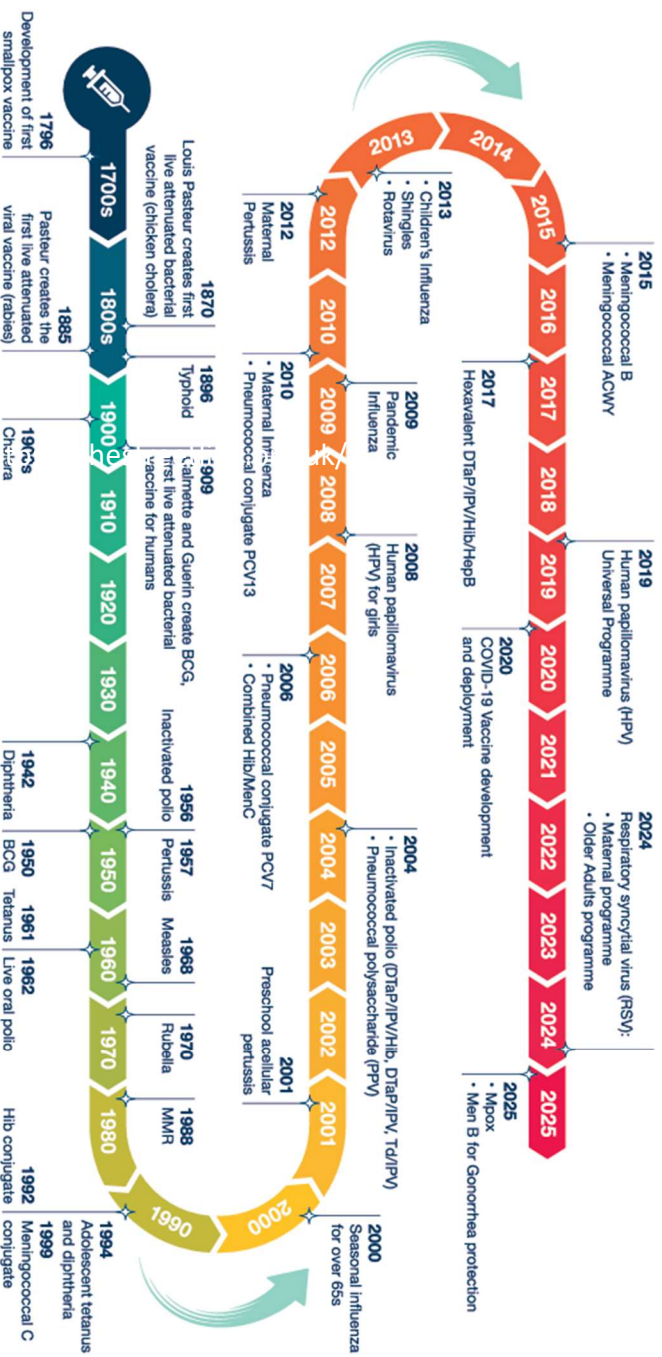


Help us
help you



UK Health Security Agency

Historical vaccine development and introduction of routine vaccine programmes in the UK



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

December Kindness 2025



ACTION FOR HAPPINESS

Happier • Kinder • Together

MONDAY

1 Spread kindness and share the December calendar with others

8 Do something helpful for a friend or family member

15 Say hello to your neighbour and brighten up their day

22 Congratulate someone for an achievement that may go unnoticed

29 Turn off digital devices and really listen to people

TUESDAY

2 Contact someone you can't be with to see how they are

9 Notice when you're hard on yourself or others and be kind instead

16 Look for something positive to say to everyone you speak to

23 Choose to give or receive the gift of forgiveness

30 Let someone know how much you appreciate them and why

WEDNESDAY

3 Offer to help someone who is facing difficulties at the moment

10 Listen wholeheartedly to others without judging them

17 Give thanks. List the kind things others have done for you

24 Bring joy to others. Share something which made you laugh

31 Plan some new acts of kindness to do in 2026

THURSDAY

4 Support a charity, cause or campaign you really care about

11 Buy an extra item and donate it to a local food bank

18 Ask for help and let someone else discover the joy of giving

25 Treat everyone with kindness today, including yourself



FRIDAY

5 Give a gift to someone who is homeless or feeling lonely

12 Be generous. Feed someone with food, love or kindness today

19 Contact someone who may be alone or feeling isolated

26 Get outside. Pick up litter or do something kind for nature



SATURDAY

6 Leave a positive message for someone else to find

13 See how many different people you can smile at today

20 Help others by giving away something that you don't need

27 Call a relative who is far away to say hello and have a chat



SUNDAY

7 Give kind comments to as many people as possible today

14 Share a happy memory or inspiring thought with a loved one

21 Appreciate kindness and thank people who do things for you

28 Be kind to the planet. Eat less meat and use less energy



For parents' questions, **BIG** & small.



How can I
prepare my
child to start
school?



What
childcare
support
is available?



Can I
dye my hair
if I'm
pregnant?



Get advice and support at
BestStartInLife.gov.uk

**BEST
START
IN LIFE**

NO MORE CHICKENPOX PARTIES



Change coming to childhood vaccinations

Chickenpox joins the routine schedule

Starting **01 January 2026**, the NHS is adding varicella (chickenpox) to the standard childhood vaccination schedule. Instead of the familiar MMR vaccine (measles, mumps, rubella), children will now be offered a **four-in-one vaccine**: measles, mumps, rubella and varicella (chickenpox).

This move follows recommendations from the Joint Committee on Vaccination and Immunisation (JCVI) and is designed to reduce incidence of varicella infection and the serious complications which can follow.

Varicella (chickenpox) is a common childhood infection and most children will recover in a few weeks, but it can cause serious complications for some children and vulnerable adults, particularly pregnant women. By rolling out the MMRV vaccine, the NHS aims to reduce transmission, protect children from illness, giving them the best protection and to support parents who would otherwise miss work to care for children while they were unwell.

What's changing in the Routine Programme

- Babies born on or after 01 January 2025 → 2 doses of the new MMRV vaccine: at 12 months and 18 months.
- Toddlers born between July–December 2024 → They'll get MMR at 12 months, then MMRV at 18 months and again at 3 years 4 months.
- Children born September 2022–June 2024 → 1 dose of MMRV at 3 years 4 months (instead of MMR).
- Older children (born January 2020–August 2022) → Eligible for a special catch-up programme if they haven't had chickenpox or the vaccine.

Catch-Up Programme

Between **November 2026 and March 2028**, children aged 3 years 4 months up to under 6 years (as of December 2025) will be offered a **single dose of MMRV** if they've never had chickenpox or the vaccine.

All eligible children should be invited by their GP, there is no requirement for GPs to check whether children have had chickenpox before providing the vaccine when parents respond to this offer.

The vaccines

Two versions of the combined vaccine will be used:

- Priorix-Tetra® (GSK)
- ProQuad® (MSD)

They're clinically equivalent, but Priorix-Tetra® may be preferred for families requesting an alternative that does not contain porcine gelatine. For more information on vaccines and porcine gelatine see weblink 3.

Worth noting: the NHS won't be offering a chickenpox-only vaccine, and the old MMR vaccine will be phased out of the routine childhood programme. MMR will remain available to order for vaccinating older cohorts and adults who have missed MMR vaccination.

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 are able to access COVID vaccines as a group, but vaccinate as individual practices, so people can come to their own practices for both flu and COVID vaccinations.

