

# COURTYARD SURGERY



Patient Newsletter February 2026

## 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 Emmanuel Adeniyi** is with us on Mondays and Tuesdays, and occasional Wednesdays.

**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.

### **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, 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](http://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](http://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.**

## January Telephone Calls

During January we had 1965 incoming phone calls. 1500 were answered within 1 minute, 65 calls (3.3%) were ended by the caller before we were able to answer.

Our main line number is 01380 813300.

It is manned from 8am to 12.30 and 1.30 to 6.30, Monday to Friday.

We do not have an answerphone, but if there is a long queue you will be offered the option of requesting a call back. You keep your place in the queue, and the phone system will automatically make the call. If you do not answer when we call back, the phone system will arrange a second attempt 15 minutes later, unless you have already called us back. After the second attempt the phone system will cancel the call back request.

If you are interested, the data collected by NHS England about telephone calls into General Practice is available at the address below..

<https://digital.nhs.uk/data-and-information/publications/statistical/cloud-based-telephony-data-in-general-practice>

### **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.**



## **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](mailto: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

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

## 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](mailto: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](mailto: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](mailto:courtyardsys.wiltshire@nhs.net) and we will set it up in a couple of clicks.



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

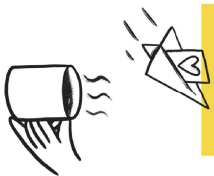
# Friendly February 2026



ACTION FOR HAPPINESS

Happier · Kinder · Together

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<p>23 Be gentle with someone who you feel inclined to criticise</p>	<p>24 Tell a loved one about the strengths that you see in them</p>	<p>25 Thank three people you feel grateful to and tell them why</p>	<p>26 Make uninterrupted time for your loved ones</p>	<p>27 Call a friend to catch up and really listen to them</p>	<p>28 Give positive comments to as many people as possible today</p>	<p>1 Send a message to let someone know you're thinking of them</p>
<p>16 Check in on someone who may be struggling and offer to help</p>	<p>17 Appreciate the good qualities of someone in your life</p>	<p>18 Respond kindly to everyone you talk to today, including yourself</p>	<p>19 Share something you find inspiring, helpful or amusing</p>	<p>20 Make a plan to connect with others and do something fun</p>	<p>21 Really listen to what people say, without judging them</p>	<p>22 Give sincere compliments to people you talk to today</p>
<p>9 Thank someone and tell them how they made a difference for you</p>	<p>10 Look for good in others, particularly when you feel frustrated with them</p>	<p>11 Send an encouraging note to someone who needs a boost</p>	<p>12 Focus on being kind rather than being right</p>	<p>13 Smile at the people you see and brighten their day</p>	<p>14 Tell a loved one or friend why they are special to you</p>	<p>15 Support a local business with a positive online review or friendly message</p>
<p>2 Ask a friend how they have been feeling recently</p>	<p>3 Do an act of kindness to make life easier for someone</p>	<p>4 Invite a friend over for a 'tea break' (in person or virtual)</p>	<p>5 Make time to have a friendly chat with a neighbour</p>	<p>6 Get back in touch with an old friend you've not seen for a while</p>	<p>7 Show an active interest by asking questions when talking to others</p>	<p>8 Share what you're feeling with someone you really trust</p>



## 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.

