

COURTYARD SURGERY



Patient Newsletter Spring 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.

Nicky Hughes Practice Manager. Nicky has joined us to steer the team, look at ways of improving the service we provide our patients and

Colin Osborn Data, IT and Finance Manager, providing support and help wherever needed.

The Patient Liaison & Support Team - Dawn (Team Leader), Sharon, Sally, Georgia, Amy and Kelly 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.

This Newsletter

We are moving to a quarterly newsletter to free up staff time for more patient facing work. It takes several hours to collate the information for the newsletter.

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

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.

Data Collections

There are more and more types of anonymised data collected to measure how we are doing. Some is publicly available and some is only shared within the NHS or is not broken down by individual practices.

For instance, in December 2025 in BaNES, Swindon and Wiltshire there were 330,042 face2face appointments made, but people did not turn up for 16,342 (5%) of them, equivalent to £412 hours of clinician time.

In December we booked 2393 appointments and 43 (1.8%) were missed. If you are not going to be able to come for your appointment please phone us on 01380 813300, even if you are only giving us short notice. We can then offer the appointment slot to someone else or if the clinician knows in advance they can use the time for phone calls or prescription processing.

Thanks are due to our patient who phoned us just after 6pm on February 27th and got “the surgery is closed message”, then contacted a staff member to let us know. The fault in the computer system was found next morning and repaired. I do not know how long the fault was there.

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>

Love your Vulva

Self-checking is your best defence against vulval cancer

What is vulval cancer?

- Cancer of the vulva is one of the rarer cancers. Around 1,350 cases are diagnosed in the UK each year.
- According to the Eve Appeal, approximately 1400 new cases of vulval cancer are diagnosed in the UK each year, 80% of which are women over the age of 60 years, but diagnoses are increasing in younger age groups.
- It is suspected that most women are unaware that they should be regularly checking their vulvas. Research by The Eve Appeal found that 4 in 5 women have never checked their vulva, and less than 1 in 3 people have heard of vulval cancer.
- The first step to being able to spot any cancer symptoms is to know your body and what is normal for you.
- Find out what to look for and more information from The Eve Appeal eveappeal.org.uk/information-and-advice/. Knowing what to look for and getting symptoms checked as soon as possible is really important.

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

What to Expect from your general practice.

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 , 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.

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.

