

COURTYARD SURGERY



August 2021

[Dr Helen Osborn](#) is the Nominated GP for all our patients. She has clinics throughout the week.

[Dr Kate Craufurd](#), is with us on Fridays but works regularly from home.

[Dr Hussein Alibhai](#) is with us on Thursdays and Fridays, and also works from home.

[Dr Marta Denidas](#) is a Canadian doctor who has moved to England and has been with us for several months. She is taking a long holiday in Canada and then will come back for a short time, before continuing her training in hospital medicine, before qualifying as a GP and joining a practice.

[Dr Tshiring Dolma Tamang](#) is joining us from August for 6 months. She has been working as a hospital doctor for 5 years and this is her first GP placement.

[Visiting Locums](#) – we have regular locums, [Dr Elizabeth Shaw](#), [Dr Gareth Bryant](#) and [Dr Peter Phillips](#)

[Nurse Amanda Stonham](#) is a prescribing nurse and carries out medication reviews, asthma reviews, diabetic reviews, and much else besides.

[Nurse Jo Addison](#) is an experienced Hospital and GP Nurse who specialises in Baby Immunisations and diabetic care.

[HCAs Sharon Bailey](#) and [Lisa Drewitt](#) continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections, Lisa is also visiting the Leg Club in Devizes to help those with leg ulcers, and she is our Stop Smoking Advisor.

The Patient Support Team

Dawn, Orla, and Siobhan, are our Patient Team. They are your first point of contact, and take messages for the clinicians, prepare prescriptions for signing and the detail of referrals, amongst the other tasks that help you get the best care.

We have a vacancy in the team, if you are interested in joining the advert is at <https://uk.indeed.com/>

Aliya Pinto

Aliya has been providing interim support funded by the CCG Contact our patients to do medication checks. She can approve medication requests and can ask the GPs to approve repeat prescriptions, or change prescriptions. We are advertising for a practice pharmacist.

The exact role will depend on their experience and qualifications. If you are a pharmacist who might be interested in joining the team, please look at the advert.

Christina Smith

Christina has two roles. One is as Elderly Care facilitator working with ourselves and The Orchard partnership, and also as Care facilitator just for our patients, working with younger people who may need help navigating their way through the different options for support.

Wiltshire Centre for Independent Living's Hannah Webster Age Concern's Liz Woolvern

Hannah and Liz work together across various practices providing support for Elderly or inform people and their carers. You can be referred to them by the Patient Liaison Team.

Mary Connor

Mary is our Covid 19 vaccination expert. She was a senior NHS manager prior to retiring and has been helping us to plan how we will work in a post-covid world.

Tom Mayne

Tom is a student. As part of his degree he has had to qualify as a phlebotomist, and has also trained in taking ECGs and many of the other skills linked to being a practice nurse.

During the summer he is providing holiday cover for our HCA's and admin team.

www.courtyardsurgery.co.uk

From the website you can order medications, contact us with questions and much else. Via DoctorLink you can enter your symptoms and get advice about who you should contact to get the correct care. The surgery gets sent details of these questions and answers. In the next few weeks we will change from DoctorLink to a different system for online consultations but the only difference you might notice is the logo on the website.

Phone apps These allow you to access your medical record, order prescriptions and get medical advice via your mobile phone. There are two main ones used in Wiltshire. Airmid which has been developed by the company that provides the clinical software used in all the surgeries in Wiltshire, and the local care homes, and the NHS App. Both can be downloaded from Applestore and Playstore, and you will need to be able to prove your identity including your NHS number.

Garden news

Looking back a few weeks, the day after the July newsletter was published we discovered that a pair of starlings had made a nest in the winter jasmine and were feeding their young. They have now left the nest. There are a pair of robins nesting in the back courtyard.

COVID vaccination and pregnancy

As of 21st July 2021, The Royal College of Gynaecologists has updated their advice regarding COVID-19 vaccination in pregnancy.

'With more evidence emerging that vaccination against COVID-19 is the best way to protect against the known harms of COVID-19 in pregnancy, the RCOG/RCM COVID-19 vaccine subgroup have moved to recommending COVID-19 vaccination in pregnancy (from strongly consider).'



BaNES, Gloucestershire,
Swindon and Wiltshire CCGs

Healthcare Professional Guide to Patient Transport

Please consider these options to get your patient to hospital safely



SELF **DRIVE SELF**
Patient makes their own way to hospital



LIFT **LIFT FROM FRIEND**
Patient gets a lift from friends or family



TAXI **TAXI (SELF PAID)**
Patient pays for a taxi or uses public transport



**0300
777
5577**

NON-EMERGENCY PATIENT TRANSPORT SERVICE

Same day and planned hospital admissions for patients in the BaNES, Gloucestershire, Swindon and Wiltshire CCGs areas

Eligible patients who do not clinically need paramedic level care en route to hospital and qualify for NEPTS after assessment against the national eligibility criteria. The service does not provide hospital discharges or transfers between acute hospitals - refer to separate local arrangements.



**03003
690096***

SWASFT AMBULANCE

Urgent within 1-4 hours

When your patient's clinical condition requires an ambulance for an urgent hospital admission



999

SWASFT EMERGENCY AMBULANCE

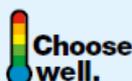
Life-threatening conditions
e.g. Cardiac arrest, suspected stroke,
heart attack, severe bleeding, seizure, not
fully conscious or short of breath

<https://www.swast.nhs.uk/welcome/hcps> for full details

Urgent and emergency ambulance resources are limited.

Requesting an urgent or emergency ambulance when an alternative exists, may put lives at risk in your local community

* Telephone numbers not for public use



Prescription Requests And Changes From Us And From The Chemists

Please contact us by e-mail or drop a written request in through the letter box, to avoid errors with phone requests. The Chemists based in Devizes do not always send an e-mailed request to us when you get to the end of a repeat prescription.

For **routine medications**, i.e. those you have every month, **please allow us 5 days to process your request** for prescription renewal. On some days we may only have time to prioritise the Urgent requests, which should only be for unexpected needs, not regular medications, The chemists often need to order medications in, so as these are requests that can be planned ahead, we would politely ask you to help us and your chemist by giving us this time.

We **Do Not** routinely acknowledge email requests for prescriptions so we suggest you leave it 2-3 days and check with your chemist to see if it is ready to collect.

Some items that used to be available on repeat prescriptions can now only be supplied one month at a time, and other items that used to be prescribed but can be bought cheaply and easily in supermarkets or at chemists cannot be prescribed.

There have been drug shortages over the last few months and these are continuing as efforts have been switched to COVID vaccine manufacture. You may find that your prescription will have changed or the pharmacist may have to make a substitution.

Integrated Care

Health and Social care organisations are beginning to work more closely together to ensure more joined up care for people needing support or help.

Covid-19 booster and flu vaccinations

We have started planning for this winter's vaccinations, and are lobbying to be allowed to vaccinate within the practice. We have registered an interest in doing this, but haven't heard the result.

Carers / Dementia Friends

Carers are very important to Courtyard Surgery so please let us know if you are a Carer so we can offer you the appropriate help and support. Those known to Wiltshire Carers can receive very helpful information, and we hope to be arranging another Carers' Clinic and Coffee Morning very soon. This will happen when we feel that risks from COVID and other viruses have receded.

A carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

“Giving unpaid carers who are providing care to someone outside of their household access to PPE in line with paid carers will reduce the risk of the virus being transmitted to someone who is vulnerable.”

Carer Support Wiltshire has further details on their website www.carersupportwiltshire.co.uk/news/coronavirus-faq-for-carers/. The CSW helpline is 01380 908008 and is available Monday – Thursday 9.00am – 4.30pm; Friday 9.00am – 4.00pm.

We have received the Platinum award again for our support for carers. This is sponsored by Carer Support, Wiltshire Council and BaNES, Swindon Wiltshire CCG.