

COURTYARD SURGERY



Patient Newsletter May 2024

The Clinical Team

Dr Helen Osborn is the Nominated GP for all our patients. She has clinics throughout the week.

Dr Kate Craufurd, is usually with us on Wednesdays & Fridays. Some of these sessions may be done from home.

Dr Hussein Alibhai is with us on Thursdays, alongside working from home.

Dr Elizabeth Parry (Wednesdays) and **Dr Elizabeth Hall** (Mondays) have joined us for just a few sessions each week.

Dr Kemi Oluwakemi is a GP registrar with us until the summer.

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.

Erica Compton is a newly qualified nurse who joined us last month who is working closely with our practice nurse Jo Addison.

Lisa Drewitt recently completed her training and is now 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.

Yvonne Dumas is our first contact Physiotherapist, who visits us on Mondays.

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, Mandy Dingwall, 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.

Charlotte Delmar is also a GP Assistant working with us both in reception and in a clinical role, taking bloods and taking on other tasks as well. Charlotte will be leaving us in September to go to medical school.

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.

Victoria Minton Practice manager. Victoria mainly works from home but comes in one day a week which is variable.

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

Lorraine Harris Lorraine has an NHS Contracting background and assists with general business support to the practice, including contracts, audit, CQC and quality assurance.

The Patient Liaison & Support Team - Dawn (Team Leader), Helen, Sharon, Lyn and Charlotte are the core of 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 101 other tasks that help you get the best care. Both Colin and Hannah work with the team if needed.

Sarah Osborn who has worked in reception and is now at medical school still does remote admin work for us. This summer she is taking part in a cycling event from Northern Italy to the Arctic Circle.

<https://northcape4000.com/northcape4000/>

<https://www.justgiving.com/page/sarahcycles>

Headed Notepaper

We have changed our notepaper because Dr Alibhai's name is now followed by FRCGP.

This because Dr Alibhai has been made a fellow of the Royal College of General Practitioners, the highest mark of professional recognition offered by the College. RCGP Fellowship is an honour and mark of a GPs career achievements, awarded in recognition of their significant contribution to general practice.

This was in recognition of the extra mile he has travelled to provide equitable healthcare in a rural area, training new GPs, and advancing patient-centred care at a time when this is often set aside for a more technical response to a patient's needs.

This means that both Dr Osborn and Dr Alibhai will be able to not only train GPs but also join the panel of examiners for people training to be GPs

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.

Accessing information

www.courtyardsurgery.co.uk

Further Changes to the website have been paused. This has been further delayed by changes made by NHS England and our software provider.

We will be using SystemConnect as an online triage system.

Initially this will only be available to staff at the surgery answering phones, and people using the Airmid App. Once we have experience of using it a link will be available from the website and later in the year from the NHS App.

[SystemConnect – TPP \(tpp-uk.com\)](http://SystemConnect – TPP (tpp-uk.com))

Text Messages

The BaNES, Swindon and Wiltshire Integrated Care Board has to pay for text messages that we send. Until recently long messages would be split into 2 or 3 and the NHS budget would have to pay for 2 or 3 messages. If you have a smartphone these would be stitched together on your phone to read. Now long messages are being sent as a URL link to take you to the message when you click on it. Somehow the software we send messages through can tell if your phone is smartphone, so people with an ordinary phone will still get separate messages, but these will be up to 300 characters in length.

This is expected to save over £100,000 per year, just in Wiltshire, which can be used to purchase additional patient care.

The software we use for sending text messages is also being improved so that we can choose when messages are sent. There should be no more messages going out to you at 7.30am or at weekends, just because that is when we are working.

Chlamydia testing service

The National Chlamydia Screening program focuses on reducing reproductive harm of untreated infection in young women and people with a womb or ovaries under 25 years of age. This includes transgender men and non-binary people assigned female at birth, and intersex people with a womb and ovaries.

While Chlamydia may not have any noticeable signs or symptoms, if it is not treated, it can cause health complications for women and people with a womb or ovaries. But complications are rare in men and other people who do not have a womb or ovaries.

For women and people with a womb or ovaries, Chlamydia can cause pain due to inflammation in the pelvis, an ectopic pregnancy (a pregnancy in the fallopian tubes) and infertility (being unable to have children). This risk increases each time a person gets Chlamydia.

Diagnosing Chlamydia as early as possible reduces the risk of health complications and of passing it on. Because of this a Chlamydia test should be considered.

You can order a home screening test from here: <https://www.sh.uk/>

No Worries! Wiltshire

A young people's sexual health and contraception service for Wiltshire residents aged 13-24 years old.

The confidential service is available at participating venues across Wiltshire.

Services available are:

- emergency hormonal contraception (EHC) / Emergency copper coil (IUD) - depending on the method available at the venue you attend and your preference.
- free condoms and condom demonstration.
- pregnancy testing.
- chlamydia self test kits and treatment available for patient and partners.
- advice and support around sexual health.

This service is available from some Pharmacies (including Boots Devides and Day Lewis at Market Lavington), and GPs, (though not at Courtyard Surgery or the Market Lavington and Devides practices).

<https://adults.wiltshire.gov.uk/Services/1159>
www.wiltshire.gov.uk/public-health-sexual-health

Wiltshire Council Public Health team are running a survey to collect the views of people in the area who have experienced domestic abuse, recently and/or in the past.

The results of the survey will shape the local Domestic Abuse Strategy – this is a great opportunity for victim/survivors of domestic abuse to have a say and influence how domestic abuse support services run in the area.

The survey is open to people aged 16 years or over in Wiltshire. It consists of 26 questions and will take approximately 5-10 minutes to complete. The survey is completely anonymous and confidential.

The survey can be completed:

- Online, via <https://surveys.wiltshire.gov.uk/s/wiltshiredasurvey> (please note, you may wish to clear your browser history after completing the survey – you can [read how to do this here](#))
- Online, via a computer at any of the [Wiltshire libraries](#) (there will be a shortcut to the survey on the home screen)
- On paper, at any of the [Wiltshire libraries](#) (ask a member of library staff if you are unsure where to locate the survey forms)

The deadline for completing this survey is Friday 31st May 2024. Please circulate the survey to colleagues, service users, friends and family – we want to hear from as many people as possible.

If you have been affected by domestic abuse and would like to talk to someone or access support, you can contact FearFree by phone (01225 775276) or email (spa@fearfree.org.uk). Always call 999 in an emergency.

Many thanks in advance for your support,
Domestic Abuse team (Public Health)
Wiltshire Council

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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 are asked to fill in an online form and this is integrated into your record. It only takes a few minutes to register.

If you already use the Airmid or NHS Apps, you can register using the apps.

If you would prefer, you can pop in and collect forms from reception. We are trialling new forms for the NHS, so the forms will be changing and you may be asked for your views about the forms.

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

**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 reception.courtyard@nhs.net, or using the Airmid App. Please list what you want rather than just saying “everything on my squirrel” to avoid missing something or us prescribing the wrong size tablets.

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 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 can not prescribe for you, send us an e-mail at reception.courtyard@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 you the address of the pharmacy and the PIN for your prescription,

Pertussis – Whooping Cough

Pertussis is a potentially fatal disease especially in newborn children.

In 2022 there were 69 confirmed cases, in 2023 858, and in just January and February 2024 1,468. Half of the cases were in under 15s .

Vaccination is available at 8,12, and 16 weeks of age and between the 22nd and 30th week of pregnancy

Figure 1. Laboratory confirmed cases of pertussis by month in England: 2018 to February 2024 (note 1)

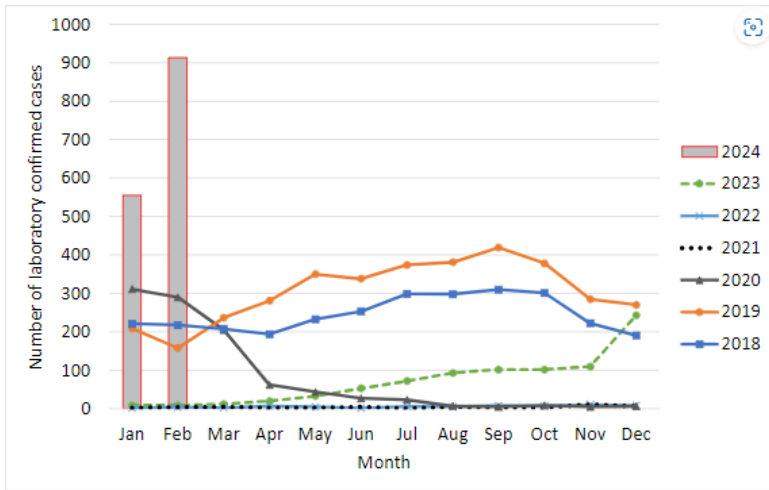
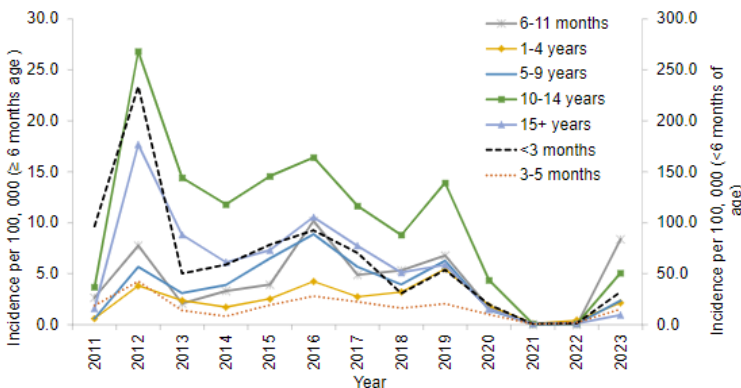


Figure 2. Annual incidence by age group of laboratory confirmed cases of pertussis in England: 2011 to 2023 (note 1)



Constituency

Neighbourhoods

At the 2021 census, **6,628** people in **Devizes** reported that they had previously served in the UK armed forces. This represents **7.9%** of the population aged 16 and over.

This compares with **5.6%** of the population in the South West and **3.8%** in England & Wales.

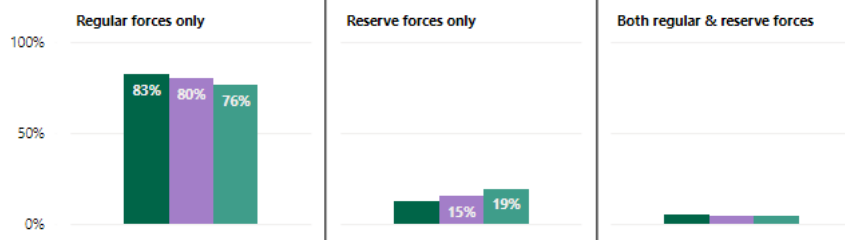
The table below gives a breakdown for all response categories to the census veteran question.

Responses to the census veteran question, population aged 16+

Have you previously served in the UK armed forces?	Constituency	Region/nation	England & Wales
Regular forces only	6.5%	4.5%	2.9%
Reserve forces only	1.0%	0.9%	0.7%
Both regular & reserve forces	0.4%	0.2%	0.2%
Has not previously served in any UK armed forces	92.1%	94.4%	96.2%
Total	100.0%	100.0%	100.0%

Proportion of veterans who served in the regular forces, reserve forces or both

● Constituency ● Region/nation ● England & Wales



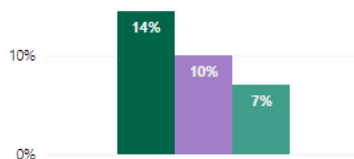
Household estimates

6,047 households in Devizes had at least one veteran.

This represents **14.5%** of households in the constituency, compared to **10.1%** in the South West and **7.0%** in England & Wales.

Percentage of households with at least one veteran

● Constituency ● Region/nation ● England & Wales



We are recognised as a Veteran Friendly Practice. Only 2.9% of our patients are listed as veterans. If you are a veteran or did National Service, please let us know. In some cases veterans have access to faster referrals and additional medical resources.

Measles: Frequently Asked Questions

What is the advice for the public?

Measles is an infection that spreads very easily and can cause serious problems in some people. Having the MMR vaccine is the best way to protect someone from becoming seriously unwell with measles.

Information for the public about measles is available on nhs.uk.

You should ask for an urgent appointment with your GP practice or get help from NHS 111 if:

- you think you or your child may have measles
- If you or your child have been in close contact with someone who has measles and not had measles before or had 2 doses of the MMR vaccine
- you've been in close contact with someone who has measles and you're pregnant – measles can be serious in pregnancy
- you have a child < 1 year of age who you think has been in close contact with measles
- you have a weakened immune system and think you have measles or have been in close contact with someone with measles

Measles can spread to others easily. Call your GP surgery before you go in and let them know you suspect you or your child may have measles. They may suggest talking over the phone and/or putting you in a side room when you arrive. If you need to visit A&E it is important that you inform the team as soon as you arrive that you suspect measles.

What about vaccinations?

The Measles, mumps, and rubella (MMR) vaccine is the safest way to protect you from measles, mumps and rubella infections. Two doses offer lifelong protection against becoming seriously unwell with all three.

Millions of parents and carers in England are being urged to book their children in for their missed MMR vaccine as part of a major NHS drive to protect families as measles cases continue to rise across the country.

MONDAY



6 Look for people doing good and reasons to be cheerful

TUESDAY



7 Make a list of what matters most to you and why

WEDNESDAY

1 Do something kind for someone you really care about

8 Set yourself a kindness mission to help others today

THURSDAY

2 Focus on what you can do rather than what you can't do

9 What values are important to you? Find ways to use them today

FRIDAY

3 Take a step towards an important goal, however small

10 Be grateful for the little things, even in difficult times

SATURDAY

4 Send your friend a photo from a time you enjoyed together

11 Look around for things that bring you a sense of awe and wonder

SUNDAY

5 Let someone know how much they mean to you and why

12 Listen to a favourite piece of music and remember what it means to you

13 Find out about the values or traditions of another culture

14 Get outside and notice the beauty in nature

15 Do something to contribute to your local community

16 Show your gratitude to people who are helping to make things better

17 Find a way to make what you do today meaningful

18 Send a hand-written note to someone you care about

19 Reflect on what makes you feel valued and purposeful

20 Share photos of 3 things you find meaningful or memorable

21 Look up at the sky. Remember we are all part of something bigger

22 Find a way to help a project or charity you care about

23 Recall three things you've done that you are proud of

24 Make choices that have a positive impact for others today

25 Ask someone else what matters most to them and why

26 Remember an event in your life that was really meaningful

27 Focus on how your actions make a difference for others

28 Do something special and revisit it in your memory tonight

29 Today do something to care for the natural world

30 Share a quote you find inspiring to give others a boost

31 Find three reasons to be hopeful about the future



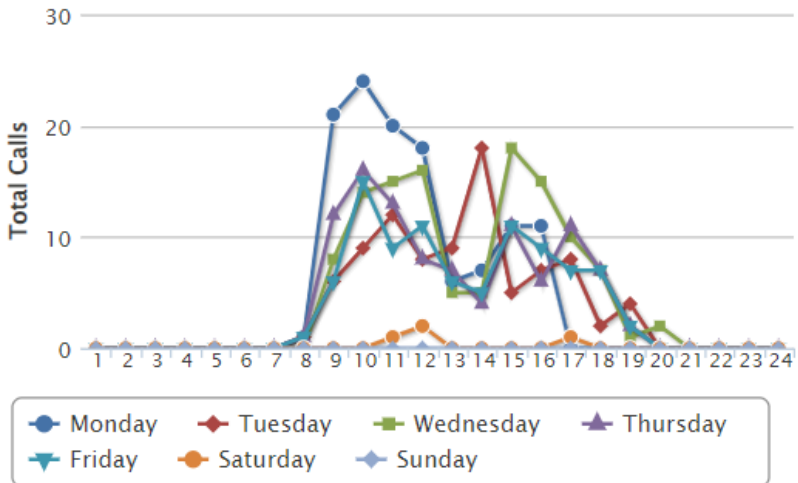
Meaningful May 2024

ACTION FOR HAPPINESS

Happier · Kinder · Together

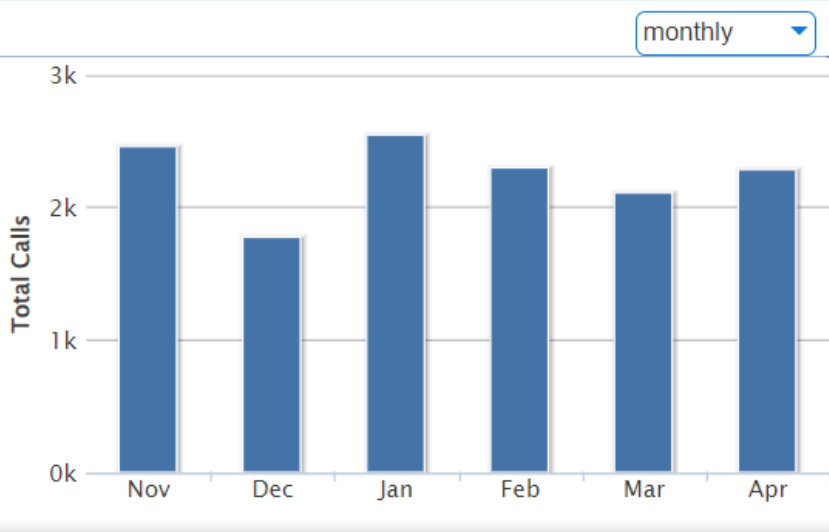
This calendar is available at <https://actionforhappiness.org/meaningful-may> and can be downloaded into electronic calendar files including Google.

Calls received per hour



We aim to have more staff available to answer the phone when we expect to be busy, but this graph gives an idea of the best times to call.

Calls received



St James Foodbank Centre (SJFC)

Our opening times are:

St James Foodbank Centre - St James Centre, Estcourt Crescent, Devizes
SN10 1LR

Monday 10.30am to 12.30pm

Thursday 1pm to 3pm.

Devizes Foodbank Centre - Unit 4, Glenmore Business Centre, Waller
Road, Devizes SN10 2EQ

Tuesday: 10am to 12pm 2pm to 4pm

Wednesday 10am to 12pm

Thursday 10am to 12pm

Our foodbank relies on your goodwill and support.

Please ensure that your food donations are non-perishable and have a
minimum of 4 months until the best before date.

Food banks in the Trussell Trust network have seen the highest ever
level of need in a six month period, providing 1.5 million emergency
food parcels to people between April and September last year. A
record 540,000 emergency food parcels were provided to support more
than 265,000 children across the UK.

**PLEASE NOTE WE ARE UNABLE TO ACCEPT BABY
FORMULA/MILK OR ANY VITAMINS OR MEDICINES.**

<https://devizesdistrict.foodbank.org.uk/give-help/donate-food/>

We are in special need of the following:

UHT dairy milk

Tinned ham, stewing steak or meat balls.

Long life sponge puddings (minimum of 4 months to best
before date)

Instant mash potato, cup-a-soup, tea and instant coffee.

Shampoo and/or conditioner, Soap, Toilet rolls & Sanitary pads

Food donation points

Waitrose and Tesco in Marlborough

Morrisons and Sainsburys in Devizes



Thankyou to the people who donated wood and plants for the new planter.

This planter is taller than the original to give extra protection to people using the slope to exit the surgery. Lupins have also been planted to give extra height to the display, and snowdrops and miniature daffodils to give early spring colour.

Family Hub
Wiltshire Council

All Together
Supporting families in Wiltshire

Everyone needs help sometimes.

Find out about Family Hub Wiltshire Council

Scan me

In partnership with **Spurgeons**

Wiltshire Council

Services offered by Family hubs:

- one to one support in the home
- parenting advice and groups led by staff and volunteer parents/carers
- advice around early learning and help to access services
- support from community based 'navigators' who can help with everything from finding sources of support, through to accessing education and returning to work

GP practices have a duty to make reasonable adjustments for disabled people when accessing services.

If we can make a reasonable adjustment to make our contact with you better, please let us know.

Examples include, someone with a hearing difficulty preferring to be contacted by text or email, or ensuring that the staff you meet can access a hearing loop transmitter.

Disabilities include:

Problems with sight or hearing

Conditions where the effects vary over time or come in episodes, such as osteoarthritis, rheumatoid arthritis, fibromyalgia, Myalgic encephalomyelitis (ME).

Progressive conditions such as motor neurone disease, muscular dystrophy and forms of dementia

Conditions which affect certain organs such as heart disease, asthma, and strokes

People with a learning disabilities

Learning difficulties such as dyslexia and dyspraxia

Autistic spectrum disorders

Mental health conditions – for example, depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder

Impairments due to injury to the body or brain.

Epilepsy

Our patients are the experts on how we can make their lives easier. Let us know what we can do, and if we can, we will make changes to how we provide you with care.

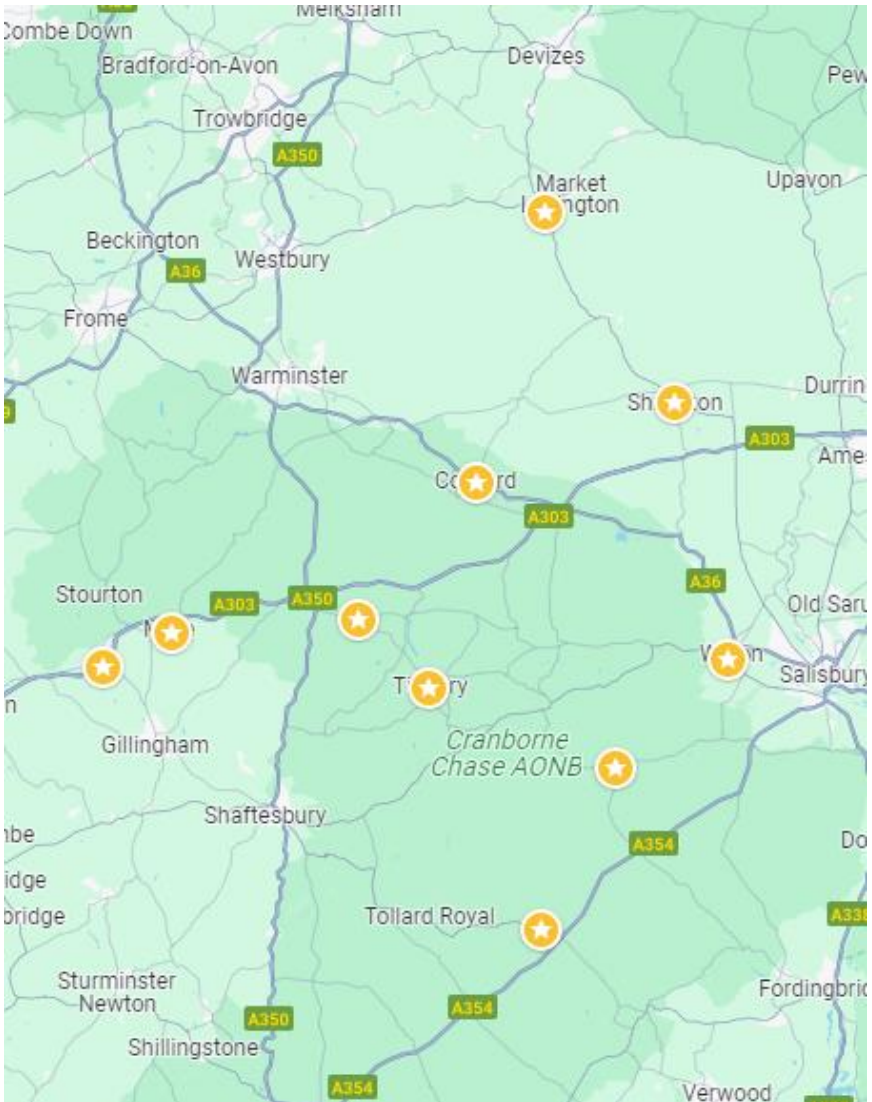
Staff can be told of the help we will provide through a pop-up when they open your record, and this note can be restricted to this surgery or made available at other healthcare providers who open your medical record.

So, if we are asked to send you letters in **Large Print**, then the hospitals should do the same, if you want us to share the information..

Sarum West Primary Care Network

This is a group of small Wiltshire practices working together to provide care for our patients, sharing specialist staff across practices. The practices cover mainly Central Wiltshire, but also some people living in Hampshire and Dorset.

The Spring COVID vaccinations will be organised through the PCN, but be available at individual practices from April 22nd



Cremation Forms

I have been asked to clarify if GPs should still be issuing cremation forms given that the ME should have become statutory on 1st April. There is now information which can be found on this link:

<https://questions-statements.parliament.uk/written-statements/detail/2024-04-15/hcws395>

The statutory ME system is now coming into force on 9th September 2024. I have double checked with the General Register Office and they believe that the current process will not change until then. This would indicate that GPs should still issue cremation paperwork until the ME truly becomes a statutory service when they will, in effect, replace the medical referee at the crematorium as the second Doctor scrutinising the death.

Just for your information, the Registrar issues a green Form 9 for Burial or Cremation when the next of kin register a death and we have always done so. It does not replace the cremation forms which the Doctor issues but is in addition to them. We will continue to issue them after 9th September when the cremation forms are no longer used.

Fiona Davey
Registrar of Births, Deaths and Marriages
Wiltshire Registration Service

Get active, sleep better

Physical activity releases feel-good hormones called endorphins, which help us sleep better. The better we sleep, the better our energy levels, mood and ability to concentrate.



[Carer ID Card - Wiltshire Carers](http://carerfriendlywiltshire.org.uk/carers-id-card) [\(carerfriendlywiltshire.org.uk/carers-id-card\)](http://carerfriendlywiltshire.org.uk/carers-id-card)

Proves you're a carer when you are out and about.
Records your In Case of Emergency contact details.
Access to Carer offers and Discounts.
A Physical card and a Phone download.



Your Carer ID Card also gives you access to national offers exclusively available for Carer ID Card Holders via our Wellbeing Directory. Over time, we'll be working with local organisations to bring local offers to your area too. You can also access a wide range of online offers through our affiliate partnership, Discount for Carers.

When you are asked for proof that you are a verified Carer. In healthcare settings to be included in the conversation around medical planning for the person you care for. With an employer to be recognised as a working Carer and request additional support due to your caring role. If you have an emergency, others will know you're a Carer and be able to contact your nominated person.

