

COURTYARD SURGERY



Welcome to the Courtyard Surgery
2019 Autumn/Winter Newsletter.



Important Contact Telephone Numbers

NHS Out of Hours	111
Police – Emergency	999
Police – Non Emergency	101
Day Lewis Chemists	01380 813395
Boots Chemist – Devizes	01380 722022
Rowlands Pharmacist	01380 723804
Southern Electric Emergency	0800 980 0420
British Gas Emergency	0800 111 999

Emergency Dentist

If you need urgent dental treatment, contact your usual dental practice. They may be able to see you or direct you to an urgent dental care service. If you don't have a regular dentist, **contact NHS 111** who can signpost you to where you can get urgent care.

ONLINE SERVICES – PLEASE SIGN UP!

Another reminder about online services - Did you know you can apply for a password which enables you to book certain appointments and order medications via our website? You are also entitled to see basic information about your past medical history and conditions. You can also access and print off blood test results to take to hospital appointments.

To apply, please speak to the Reception team or go to our website, www.courtyardsurgery.co.uk click on Online Services and choose the middle option, “Online Services Application Form”. Complete this form and bring it to Reception with photo ID, for us to sign you up and issue a password



We have changed to a new website. The new website is more “smartphone friendly”, and you won’t have to navigate through so many pages to find what you want. The Health Directory leads to an online directory that uses your postcode to access support near you. This includes, dentists, pharmacies, weight loss support and much more.

The Health Review links to a website that will give advice based on the symptoms you enter. If the evidence suggests that you should see a Nurse or Doctor in a few days and you have arranged online access to the surgery, this will bring up a list of available appointments for you to book online. If not, call the surgery and tell us what advice you were given.

Staff Update

We welcome Dr Kim Findlay-Cooper, Royal Army Medical Corps, who joined us in December as a military GP Registrar for the next 12 months. Dr Peter Phillips, Dr Anne Lashford, Dr Gareth Bryant and Dr Elizabeth Shaw will provide GP cover.

Dr Helen Osborn is the Nominated GP for all our patients. She has clinics throughout the week, including Surgery on Friday early mornings and late surgery on Wednesdays.

Dr Hussein Alibhai is with us on Thursdays and Fridays.

Dr Kate Craufurd, is with us on Tuesdays, Wednesdays and half day Thursdays.

Nurse Amanda Stonham is a non-medical prescribing nurse and carries out medication reviews, asthma reviews, diabetic reviews, women's health, health promotion and lifestyle advice. Always happy to communicate with our patients via telephone

Nurse Jo Addison joined us in October, and is going to be taking the lead on child immunisations as well as injections and health checks

HCA's Sharon Bailey and Lisa-Marie Drewitt continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections. Lisa also attends the Leg Club in Devizes to help those with leg ulcers and is our Stop Smoking Advisor.

The Administration Team

We are lucky to have our wonderful admin team, Donna, Sandra, Sharon, Lorraine, and Siobhan who are here to help. They have recently been joined by Joanna and Kathy.

Please help them to help you by giving them as much information as you can when making appointments.

Courtyard Surgery fully supports the NHS a zero tolerance policy. Aggressive, violent behaviour towards our staff or any member of the public within our practice premises will not be tolerated under any circumstances.

Likewise, if you feel you have not received an acceptable service, or if you have a complaint, please email our Practice Administrator at reception.courtyard@nhs.net

NEW STEPS FOR COURTYARD SURGERY

GP practices are joining together to improve local health services in their local areas in Primary Care Networks (PCN's). The aim of the PCN is to build on the core of current primary care services available and enable greater provision of proactive, personalised, coordinated and integrated health and social care.

Courtyard Surgery is now part of the Sarum West Primary Care Network, along with Hindon, Mere, Orchard Partnership, Silton, Sixpenny Handley, and Tisbury Surgeries.

We also have the services of Christina Smith, Elderly Care Facilitator to coordinate care and supporting older people.

Courtyard Surgery is happy to be working with Age UK Living Well Project Worker – Liz Woolven. If you feel you would benefit from the support and advice Liz can offer you please speak to reception or e-mail her on liz.woolven@ageukwiltshire.org.uk

We will get additional staff to help us improve care in various areas, and these staff will work across all the practices in Sarum West.

We should be able to reduce waiting times by ensuring your appointments are handled by the most appropriate healthcare professional. This means you might not always need to see a GP – a physiotherapist may better meet your needs, for example – and this will help to free up GP time and provide more opportunities for individual care.

We will continue to offer evening and weekend appointments in the wider area.

In due course we should also be able to provide even more services out of hospital.

We will be sharing and learning from best practice across Sarum West, and the support of a wider network of professionals will help secure the future of our surgery.

Prescription Requests And Changes **From Us And From The Chemists**

We request **5 days** to process requests for prescriptions. If you take medication regularly and need regular or monthly prescriptions please keep an eye on your medication and when getting low give us ample time to process your request for repeat prescription. On certain days we may only have time to prioritise the Urgent requests, which should **only** be for unexpected needs, not regular medications. Also bear in mind that the chemists may need to order medications in, so please plan ahead.

Surgery And Pharmacy Closures

Morrison's Pharmacy will be open 10.00am - 4.00pm Sundays and Bank Holidays.

PLEASE USE YOUR LOCAL PHARMACISTS
THEY ARE VERY HELPFUL!

NHS England has recommended that to help surgery workload, you seek advice from a pharmacist for the following symptoms:

- Coughs, colds, sore throat
- Insect bites and stings
- Simple skin rashes
- Diarrhoea or constipation
- Various other "minor" conditions

If in doubt, please seek advice from the chemist first, and they will advise if a GP appointment is necessary. It is now recommended that items such as paracetamol, antihistamines, painkillers, indigestion treatments and moisturisers are purchased over the counter rather than on prescriptions.

www.careform.org

www.wiltshireccq.org/overthecounter

Text Messaging

Since June we have been using a new text system to remind you of your appointments, and so far it seems to be a success, although there has been a couple of teething problems. Namely if you cancel an appointment it doesn't always notify us. Could you still please call the surgery to cancel any appointments? If you have a smart phone you can download the MJOG App from the App Store for Apple Devices and the Play Store for Android devices. For further information contact the Surgery.

Personal Details / Consent / Next Of Kin/Lasting Power of Attorney

Your contact details are very important to us, and the need to have up to date information is essential. All your information is kept safely and securely and in compliance with GDPR and current legislation. You can help us help you by ensuring we have your correct information.

Please contact us and let us know if you have changed any of your details, name, address, telephone or mobile telephone number or email address. We also need details of your next of kin, their name, relationship to you and their contact details. Please ask reception for a form, or email reception.courtyard@nhs.net with their details.

Also, have you considered who might need to call and make appointments or request prescriptions for you if you become incapacitated? What would you do if you lost your voice? If you haven't already – think about giving consent to a partner or family member to make these requests on your behalf. Ask our reception team for information and a consent form.

We also need to know if you have given someone the right to make health decisions on your behalf in case of lasting incapacity, This is called lasting power of Attorney (health and Welfare)

<https://www.gov.uk/lasting-power-attorney-duties/health-welfare>

Additional Support For Patients, Carers And Families.

Courtyard Surgery is working closely with groups around the county in order to provide the best support options available for our patients. There are excellent groups, clubs and services that we encourage patients and families, carers and young carers alike to take advantage of. Using this multi-disciplinary approach to your care strengthens the overall support and potentially aid in your eventual recovery after your clinical diagnosis. Listed below are groups and individuals that you can access either directly or via your doctor. Please ask for further details at your next appointment.

Carers / Dementia Friends

Courtyard Surgery Carers Team and the Surgery together again achieved the highest Platinum level at this year's Carers Awards. Carers are very important to Courtyard Surgery so please let us know if you are a Carer so we can offer you appropriate help and support. You are a very important and undervalued army of often unknown volunteers who help us to give the best care to those who are special to you. So let us help and support you while you help and support your loved ones. Those known to Wiltshire Carers can receive very helpful information and the next Carers Clinic is on **Wednesday 29th January**. Please contact Keri O'Connell if you wish to attend.

Carers Support Wiltshire Provides support for all carers irrespective of age or background. Able to direct you to specialist support if it is needed. <https://carersupportwiltshire.co.uk/>

Monday Club

Monday Club – Market Lavington Community Hall – Furminger Room
- 2.15pm – 4.00pm

Twice a month – They do arrange pick-ups – but prefer it if people can make their own way.

Contact Jo Perkins – 07936 278533 or Liz 01380 812249

St Arbucks Café

St Arbucks coffee shop in market Lavington – but no transport

Open Monday, Tuesday, Wednesday and Fridays – 10 – 4pm

Thursday 11.30 – 4.30

Saturday 11 – 1pm

Tuesday morning 10.30 – wool crafters – knitters and crocheters welcome

Friends On Friday Club

This is a great opportunity for older village residents to meet to make new friends; have a chat over refreshments and a light lunch and enjoy presentations and entertainment.

Meeting one Friday a month from 11am to 1:30 pm

In partnership with West Lavington Parish Council and supported by Age UK Wiltshire ('Friends on Friday' is a free event though donations always welcomed)

Building Bridges

The Building Bridges programme supports people across Swindon and Wiltshire who are facing significant challenges in being able to develop their skills, access education or move towards the world of work. Taking part in the programme is entirely **voluntary** and all of our advice and support is offered **free of charge**. – Please note – referrals may take up to 4-6 weeks to be able to match you with one of their key workers

Thursday Morning Art Club

This is a friendly and enthusiastic group of would be artists of very mixed ability. They meet every Thursday morning in the village hall between 9.30am and 12.30pm. They work in various mediums including oil and acrylic paint, watercolour, pastels and coloured pencil.

They provide help, encouragement and advice to each other and to anyone wishing to try painting for the first time. Their website also advises they also a few laughs.

For more information contact Bob Giles, 01380 813256, or email bgiles750@gmail.com

Women's Institute

Be a part of something special, the WI is the largest voluntary women's organisation in the UK. Get to know like-minded women in your community. Have your voice heard - make a real impact on local, national and international issues. The WI provide opportunities to learn, develop and pass on new skills

Meet at West Lavington Village Hall 2nd Thursday each month at 7.30pm.

Market Lavington or Easterton 2nd Tuesday each month 7.30pm

Sing And Sign



Encourage speech and develop understanding by signing with your little one.

Pre-booking required, Babes 0-6months, Stage One 6-14mths

Lavington Gardening Club

Lavington and District Garden Club meet on the third Wednesday of the month at West Lavington Hall. 7.15 for 7.30 start.

We have a varied speaker programme through the year covering all aspects of gardening and our friendly members are always on hand for advice, encouragement and (frequently) plant swaps! We also organize plant sales, trips to gardens and the Produce Show in Market Lavington in August.

So, whether you are new to the area, new to gardening, want to encourage birds or butterflies, or are experienced and just want to try something different, there's something for everyone interested in gardens and gardening. Why not give it a go?

You can check the details of this year's programme at our website <http://www.lavingtongc.co.uk> .

Membership is £15 per year starting Jan or £2 per night if you prefer.

More information about local clubs and societies

The Directory page on the www.marketlavington.org.uk has a list of local clubs and societies.

Winter Top Tips!!!!

Take up the opportunity and have a flu vaccination. Patients over the age of 65, and patients under 65 in risk groups are entitled to a free flu injection. If you haven't had yours, please call to see if you are eligible.

When it's cold.....

*Keep warm – wear layers,

*Check your hot water bottles by filling them with cold water to make sure there are no leaks before filling with hot water,

*If you take regular medication, check regularly and make sure you have enough, and order early enough to keep a constant supply.

*Make sure you have Hats and gloves, shoes and boots with a good tread

*Keep a supply of tinned soups and foods in case the temperature drops

*Make sure you have battery operated lamps in case there's a power cut.

*Keep a supply of over the counter cold and flu remedies – your pharmacist can advise you as to which is best for you

*Please keep an eye on neighbours – the elderly, the poorly, those who don't have family close by.

*Keep pathways clear of snow and ice

*Keep a list of emergency numbers close to your telephone in case you need them. Store them into your mobile phone memory.

*If you haven't got a green bottle in your fridge already, ask our reception team, complete it and keep it in your fridge. It's handy for any Out of Hours responder to know where to get all your relevant health information in one place

Courtyard Surgery Patient Participation Group

Want to have your say about how your practice is run?

We are seeking volunteer members to join our Patient Participation Group, people who want to get involved in how our surgery works for our patients. Do you have ideas? Do you want to be heard? Can you think of things to improve the services we provide? You'd be surprised how much you could help us and your fellow patients. Call and Speak to Katherine Mills or Donna Cauwood on 01380 813300.

FOCS (Friends of Courtyard Surgery)

Our recent Mince Pies and Mulled Wine evening went well. The mulled wine, provided courtesy of the Churchill Arms was very delicious as were the mince pies and sausage rolls.

The Christmas Quiz was very challenging and won by one of our new receptionists Kathy Batt.

Thank you to all who came to support us, and all the wonderful team who organised it and made it such a wonderful evening

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If you have anything you would like to add to our newsletter, please contact Colin Osborn at reception.courtyard@nhs.net