

We welcome **Dr Lee Freegard**, a GP Registrar for the next few months. **Dr Gareth Bryant** and **Dr Elizabeth Shaw** are providing additional regular 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 mainly working from home, but tries to come down to us on Thursdays.

Dr Kate Craufurd, is with us on Monday, Tuesday, and Thursday mornings, and also does some work from home

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, Dawn, and Siobhan who are here to help. 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, have a complaint, or want to let us know how helpful we have been please email our Practice Administrator at reception.courtyard@nhs.net

COURTYARD SURGERY



www.courtyardsurgery.co.uk

Welcome to the Courtyard Surgery
June 2020 Newsletter.

COVID-19 – Changes at Courtyard Surgery

We have all been through many changes these last few weeks, mainly not down to our personal choices.

From Monday June 12th, NHS England insists that:

All patients coming into the surgery have to wear a face covering,

All patients coming into the building have to disinfect their hands with an alcohol gel,

All staff in areas used by patients have to wear a surgical mask,

All staff in close contact with a patient have to wear Personal Protective Equipment.

All practices must minimise face-to-face contact with patients

All practices must have a Total Triage System in place.

All practices must be able to conduct online and video consultations

If you are feeling unwell, please click on the Doctorlink Logo on our website, to access the online symptom checker, which can give you advice about your illness.

This may suggest anything from go to the chemist to buy something to dial 999 for an ambulance.

At the moment you can't book appointments online but we get sent an e-mail whenever the checker is used to let us know what advice you have been given.



Making an Appointment

Because of the Total Triage rules we are not booking people straight into appointments. Every morning and afternoon there is a duty health care assistant, nurse and doctor in the building.

When you phone us, you will speak to a member of our **patient support team**. It might be a receptionist, an HCA, a nurse or someone who normally only works with computers. They will ask for your name and as much information as you wish to give us. All this information is put onto a triage slot held on our computers where it is seen by the duty team. You will not be called on a first come, first served basis. They will look at the information, and decide who is the best person to contact you, and how urgent it is. If you are calling about a blood test it is best to talk to the person who will take your blood, rather than a doctor.

The more information you give us the more chance there is of you talking to the right person first time.

If you are going to be busy or away from your phone at certain times, let the patient support team know, so that you can speak to someone when you are not going to be distracted. We cannot guarantee what time you will get your call.

The person who calls you may offer advice, arrange a prescription over the phone, or call you into the surgery. Usually, if you are invited in, you will be asked to come in the same or the following day. The person phoning you might not be at the surgery, but working from home.

If you are asked to collect something, or drop something off there are baskets in the front entrance.

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>

NHS 111

This is how you can access the OOH hours services of the NHS. Staff there answer phone calls and messages from their website to give advice.

If they feel that it is suitable, they can arrange for an Out of Hours Dr to phone you, and possibly visit, or tell you to call your GP in the morning or after the weekend. Within a few days they should be able to book you into one of our triage slots, and in a month or so give us an indication of how urgent they feel the call is. Until then they will continue to send us an e-mailed summary, which will be looked at by the duty team.

Visiting Courtyard Surgery

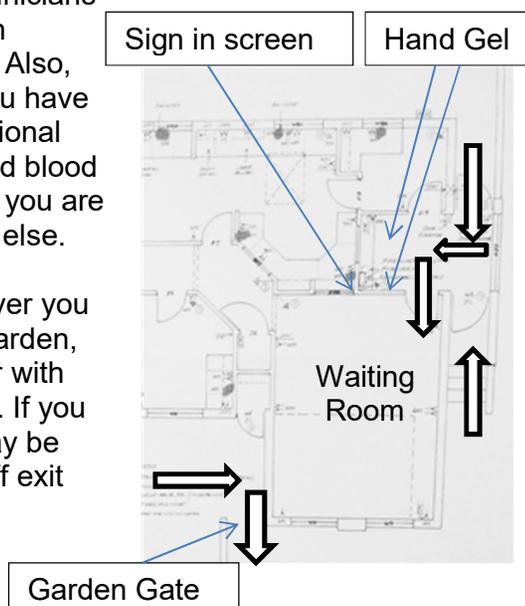
We have been experimenting with different layouts for the waiting area, including the two shelters in the front courtyard, where visitors have been able to sit, look at the flowers and watch the birds flying to and from their nests.

From Monday June 15th we will be using a one way system. Please come to your appointment on time, if you have driven and are early please wait in your car until it is time for your appointment. To ensure social distancing there are only three seats in the waiting room, and no chairs at the end by the treatment room. If possible please come in on your own.

Please come into the building through the main entrance, and sterilize your hands using hand gel which is available by the collection baskets then go into reception and sign in at the screen. Please take a seat, each seat is at least 2m away from any other. Seats are regularly wiped down to keep them germ free.

There is also a longer time between appointments, to allow the clinicians to change their PPE between patients and clean the room. Also, to cut the number of visits you have to make to the surgery, additional checks like height, weight and blood pressure may be done when you are being seen about something else.

When your appointment is over you will leave through the front garden, so that you do not cross over with people who arrived after you. If you have limited mobility, you may be escorted out through the staff exit into the car park.



Telephone and Video Consultations

Our clinicians first contact with you will be by telephone. They will have seen the message you left with the patient support team. It may be that during this consultation they will be able to come to a diagnosis, make a decision about treatment and agree it with you. For rashes, lumps etc, they may ask you to take a photo, sending it by e-mail or SMS.

Another option, if you have a smart phone, is to arrange a video call, using a system called AccuRx. The pictures and conversations are not stored on accuRx or phone company computers so remain absolutely private.

Referrals

We can make referrals again, though all except urgent ones are facing delays. There may also be fewer options for where you can be seen. We send your referral to an NHS organisation that manages referrals from practices across southern Wiltshire. The teams there are working from home, but will contact you before sending your referral to a particular hospital.

Your first contact with the hospital will probably be by phone. You are also less likely to be called back to the hospital for follow-up examinations. This may be done by telephone or video, so there will no longer be two hour journeys for a 10 minute appointment.

Text Messaging

Since June of last year we have been using a new text system to remind you of your appointments. This has been switched off for the last few weeks, but we hope to have it back on soon. with additional reminders about face covering and hand sanitizing. Please could you ensure that we have your current mobile number so that we can contact you if necessary. This will not be used for advertising, not even to send the times of flu clinics.

The birds, and other wildlife.

As usual we have done the minimum amount of work in the garden to ensure that there is a succession of flowers, and a good environment for wildlife, while making sure that it looks cared for.

In the front courtyard which we have been using as a waiting room, the sparrows, blackbirds, and blue tits have all hatched their eggs.

In the small back courtyard that is used by staff at lunchtime the blackbirds are feeding their young.

As I write this a swift is building a nest under the eaves.

Thanks are due to...

The people who got their sewing machines out and produced clinical scrubs, when our suppliers were out of stock.

The Ramsbury Brewing & Distilling Company Ltd. That has been producing the alcohol gel that we and the other Sarum West practices have been using to protect everyone.

Gaiger Bros. who came out in the hours before they closed down, to replace the carpet in the consulting rooms and lay down the hard surfaces in the front courtyard. We have purchased seeds of wild plants to sow when the boards are finished with so that there will be a colourful carpet to remind us of this Covid-19 spring and summer.

The people who donated masks and other PPE when this first started.

Our staff who worked from home while they were isolating, and our patients who have been very patient in an ever changing world.

Last, but not least, the volunteers who have delivered shielding letters, collected and delivered medications, and been available at short notice to help our patients

Renewing Repeat Prescriptions and Squirrels, Medication Reviews

When you need a prescription renewed, please either send us an e-mail, contact us via the website, post us a letter, or drop a note into our letter box. Please allow at least 5 working days for the script to be created, checked, digitally signed, sent electronically to your preferred pharmacy, and prepared for collection. If you are using an online pharmacy allow extra time for the post office to deliver your medication.

This also gives time for the doctor to decide if they want to either speak to you, run tests, or call you in for a check-up before prescribing. If you want a text sent when the prescription has been passed to the chemist, include this on your request, including your current mobile phone number.

The doctors will not automatically print off a green slip for you to come and collect. If we have an e-mail address for you we can send you a copy to print off at home, or show the chemist from your phone. Or, if we have a validated mobile phone number for you, you can be sent a text with the prescription number on it, to show the chemist.

One off prescriptions can be sent the same way.

Blood Tests

Because the people taking your sample have to get changed between patients and clean the room, we have to have 30 minutes between appointments rather than 10. Our blood samples still have to be ready at 10am for collection, so there are fewer morning appointments available for taking blood samples.

Not all the tests need "fresh" blood, so depending on the test, you may be offered an afternoon appointment, Monday to Thursday. The new CCG is looking at the possibility of us having two blood collections each day, which would allow us to provide a better service.

The RUH pathology department is extra busy because of COVID-19 tests, so we are trying to do the minimum number of blood tests possible, while maintaining your good health.