

# SOUTHAM SURGERY Spring Newsletter 2018



## TELEPHONE NUMBERS-

- **01926 815842** – for appointments, visits and general enquiries.
- **01926 811150** for prescriptions **ONLY**. Please note this line is open from 10am-1pm Monday to Friday only

**Patient Access** –Patients are able to book appointments and order prescriptions on line view Interested? Please ask reception for registration details.

## Ordering Your Prescription

Please note our contact details.

You can also order your repeat prescription by:-

- Telephoning the surgery
- Emailing the surgery
- Using Patient Access
- Dropping off a request either to the surgery or the pharmacy
- In person at the surgery
- By fax to 01926 818729

Please allow **2 WORKING DAYS**

For your request to be processed. The prescription line is open Monday-Friday from 10am to 1pm.

Queries received outside this time frame may have to wait until the next day to begin the process, and allow the doctors to deal with any queries that may arise.

An increasing number of patients are presenting at the surgery expecting prescription requests to be actioned immediately. Whilst the team will be as helpful as they can, it is not always possible.

Patients are advised to request their repeat medication in plenty of time and allow **2 working days** for the medications to be ready.

**Electronic Prescriptions-** the surgery can now send prescriptions electronically to nominated pharmacies.

Please note, these still take 2 WORKING DAYS

Our prescriptions are automatically sent to Taylors Pharmacy in Southam unless requested otherwise

**We are updating our records, please make sure we have the correct telephone number for you and if you let us have your mobile number we can send you text reminders of appointments.**



**BANK HOLIDAY OPENING TIMES for Easter, we will be closed Good Friday and Easter Monday, but will reopen on Tuesday 3<sup>rd</sup> April as usual. If you need advice please call NHS111**

## Patient Participation Group (PPG)

The surgery has an active PPG, and we meet regularly in the surgery. We discuss what is happening in the surgery and the wider area. The group help with refreshments at our annual flu clinics. If you would like to find out what is happening in **YOUR** surgery, please come along to a meeting. The next one will be Thursday 3<sup>rd</sup> May at 1pm

## USEFUL CONTACT NUMBERS

**Southam Surgery 01926 815842**  
**Prescriptions 01926 811150**  
**www.thesouthamsurgery.co.uk**

**Out of Hours GP Service NHS 111**

**Warwick Hospital 01926 495321**

**UHCW Hospital 02476 964000**

**Ambulance Transport 01926 310312**

**Southam Clinic 01926 815045**

**Southam Pharmacy 01926 812287**

**Southam Volunteer Transport 01926 817525**

**Please remember the Doctor only has time to discuss one problem in each 10 minute appointment. If you think you need longer please ask for a double appointment**

## Staff Vacancy

**Part-Time receptionist/administrator required. Interested? Please contact the Practice Manager**



# **SOUTHAM SURGERY Spring Newsletter 2018**

## **IMPORTANT SURGERY CHANGES**

After 25 years of service, Mary Roughan will be retiring from her post at the surgery at the end of March. We all wish Mary the very best for a happy and healthy retirement

### **Dr Wright is currently away from the surgery on compassionate leave**

As from 1 April 2018 there are major changes to the surgery.

Drs Matt O'Brien, Abbie Martin and Megan Moss will be joining Dr Wright as partners in the surgery.

All doctors and staff are looking forward to continue working together with the patients at the surgery.

### **Dr Claire Stevenson's Retirement**

You are probably aware I have made the decision to retire from General Practice, and therefore will be leaving the surgery after my last working day on 22<sup>nd</sup> March 2018. It has been a difficult decision to make, as part of me wonders if now is 'too early', but a lot of me feels I am ready for the next stage of my life. I have been a doctor for 36 years, 32 of which as a General Practitioner. The first 18 years were at a practice in Coventry, then as a result of my ambition to become a GP trainer I moved to Southam surgery in 2004, and have remained a partner here ever since. I have been responsible for training a number of GPs since becoming approved as a trainer in 2005, and indeed 3 of them have become part of our GP team at Southam.

There have been numerous changes in the last 14 years, in doctors, nurses and non-clinical staff, but the support and camaraderie has been with me constantly. I have many happy memories of my time here, and will miss so much of what I feel is the core of being a GP ie offering continuity of care to patients and their families, and developing strong doctor-patient relationships.

I thank you for the privilege of caring for some of you and your families, and wish you all the best for the future.

Dr Claire Stevenson

## **Why does the receptionist need to ask what is wrong with me?**

**It is not a case of the receptionists being nosy! The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'.**

**Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.**

**Receptionists are asked to collect brief information from patients:**

- 1. To help doctors prioritise house visits and phone calls**
- 2. To ensure that all patients receive the appropriate level of care**
- 3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.**

**Reception staff, like all members of the team are bound by confidentiality rules**

- Any information given by you is treated strictly confidentially.**
- The Practice would take any breach of confidentiality very seriously and deal with accordingly**
- You can ask to speak to a receptionist in private away from reception.**
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.**

**Thank you for your support**

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