

We are an old established Practice working from a purpose-built surgery specially designed with wheelchair access in mind and within easy walking distance of the Town Centre.

Southam Surgery Team

Our Doctors:

Dr Matthew O'Brien (Male)

MBChB (Leicester-Warwick Medical School) 2005 BSc (Hons)
MSc MRCP GMC No. 6121115

Dr Abbie Martin (Female)

MBChB (Warwick Medical School) 2008 BSc (Hons) MRCP
DRCOG GMC No. 7014067

Dr Megan Moss (Female)

MBChB (Hons) (Warwick Medical School) 2012 BSc (Hons)
MRCP GMC No. 7285659

Dr Rachel Waters (Female)

MBChB (University of Leeds) 1997 MRCP GMC No. 4440190

Dr Hannah Elcome (Female)

MBChB (University of Birmingham) 2013 MRCP GMC No.
7420496

Dr Elizabeth Twinn (Female)

MBChB (University Of Warwick) 2008 BSc (Hons) MRCP GMC
No. 7014040

Dr Cat Roberts (Female)

MB ChB 2005 Leicester Warwick Medical BSc (Hons) DGM
GMC No 6121107

Dr Ejemen Ejele (Female)

MB BS 2009 Oba Okunade Sijuade College of Health Sciences
Igbinedion University GMC No 7372416

Repeat Prescriptions: 10am-1pm

Prescriptions can be requested in person, by phone, fax, written request, post or online. Please allow 2 working days for processing before collection

Please note prescriptions can only be collected from the surgery Mon-Fri. The nearest pharmacy is Dudley Taylor, High Street, Southam; Tel: 01926 812287.

Practice Manager: Peter Culley

Assistant Practice Manager Beverley Freeman

Administrative Manager: Michelle Lewis

Practice Nurses:

Paula Woods: RGN, RM (Senior Nurse)

Victoria Crossley: RGN, RSCN, CIDC

Mandy Morrice: BA (Hons), RGN, Paramedic, Diploma in
Autonomous Practice

Clinical pharmacists: Hitesh Tara, Mina Hunjan and Rajveer
Kaur

Social Prescribers: Jo Hamilton

Healthcare Assistants: Gill Stevens and Michelle Woodward

Receptionists: Debbie Lowe, Karren Cave, Wendy Gallacher,
Alison Leng, Alice Washbrooke and Lisa Cleal.

Administration: Linda McMahon, Gemma Hasprey, Lynsey
Archer and Gaynor Langston

Secretaries: Corrie Parsons and Sue Berry

Prescriptions: Gill Stevens, Karren Cave, Debbie Lowe and Alice
Washbrooke

Other members of the primary health care team include our First
Contact Practitioner, & Health and Wellbeing coach



Welcome to Our Practice

Opening Hours

Monday to Friday:

8.30-6.30

Evening & Weekend Appointments:

At GP+ Hubs

Stowe Drive, Southam, CV47 1NY

Main Telephone:

01926 815842

www.thesouthamsurgery.co.uk

Appointments

How do I request an appointment?

A number of appointments are available to be booked up to one month in advance. Appointments are also opened 48 hours ahead, as well as further appointments being released on the day. A receptionist will do their best to give you an appointment with the Doctor of your choice. However, it may require a wait to see a specific doctor.

What are Electronic consults (E-consults)?

You can contact the surgery 24/7 by using our electronic consultation service 'E-consult' via the practice website:

www.thesouthamsurgery.co.uk

It is similar to sending an e-mail to us but with a few built in questions that help us identify you and understand your problem. Pictures can also be attached. The team aims to respond to e-consult requests within 48 hours. It is an excellent way to avoid queuing to talk with a receptionist.

How do I book or cancel an appointment?

Appointments can be booked or cancelled in person, by ringing the surgery or online. Other options include our text message reminder service or leaving a message on the surgery answer-machine when we are closed.

How long will my consultation last?

Appointments are booked at 10 minute intervals. In order to give you the highest standards of care, we can only discuss one problem per appointment.

What are Emergency Appointments?

If you have a problem that is sudden and serious there is an emergency clinic that runs every day. Appointments are at a set time and are strictly for one problem only. Due to the nature of emergency appointments, it is necessary for our Reception staff to ask briefly, what the nature of your problem is.

Extended Hours

The Practice offers a limited number of appointments outside of normal opening hours. These cannot be booked online. Please contact Reception for times and availability. Patients can also access appointments at GP+ hubs in Leamington and Stratford from 6-9pm on weekdays (adults and children) and 9-1pm at the weekends (adults only). These are pre-booked at Reception and are not linked to NHS 111.

Do I qualify for a home visit?

In the majority of cases it is better for patients to be seen at the surgery. Exceptions include the terminally ill, bedbound or patients that are so poorly they would be harmed by being moved. The decision to carry out a home visit is at the discretion of the individual doctor and you may receive a telephone call before your visit.

Out of Hours Care

In the event of a life threatening emergency call 999. Call 111 for the NHS when it's not a 999 emergency. These numbers are free to call from mobiles and landlines and are staffed 24/7.

Practice Area

The Practice area covers Southam and the following villages: Bascote, Long Itchington, Stockton, Napton on the Hill and Ladbroke.

Practice Information

Zero Tolerance Policy

The NHS operates a zero tolerance policy to violence and abuse. Shouting, swearing or abusive behaviour will not be tolerated under any circumstances. Patients who behave in this way may be asked to leave and could be removed from the patient list. We are here to help and expect courtesy in return.

Disabled Access

We have a reserved car parking space for disabled patients at the front of the building. The surgery can then be accessed by the entrance steps or by using the side ramp. All of our services are provided on one level. We have automatic front door access suitable for wheelchairs and disabled toilets are also available. The surgery has its own wheelchair and patients are welcome to use this. Please note due to the design of the surgery we are not able to allow electric scooters into the building.

Patients with Additional Communication Needs

If you have any specific information or communication support needs, please let the Practice know and we will always do our best to meet these requirements.

Training/Medical Students

Southam Surgery is a long established Training Practice and has regular Registrar placements. Registrars are qualified doctors who are undertaking their GP training. The Surgery supports GP registrars during the final years of their training.

Online Patient Access and Text Reminder Service

For more details, please enquire at Reception or look at the relevant pages on our website.

Test Results

Approximately 7-10 days following your test, always telephone, call in or use our online access service to obtain your results. If you are telephoning the surgery, please call after 2pm.

Tests requested by the Hospital specialists

Results of these tests will go back to the Hospital team for review. If you have not heard from the Hospital team about your test result, kindly contact their secretaries as we will not have access to these results.

Accountable Named GP

Please note that all patients now have an allocated Accountable Named GP. However, patients can still book appointments with their doctor of choice. If you wish to know your Accountable GP please contact the surgery.

Confidentiality and GDPR

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulation (GDPR 2018). Further information is available on our website. All employees have access to this information and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

CCTV is installed internally in public areas and externally for security. Recordings are used at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with Data Protection.

Complaints Procedure

If you have any complaints about the service you have received, please inform the Practice Manager. We operate a practice complaints procedure which meets the NHS criteria.

Suggestions for improvement and Compliments

Suggestions for improvement of our services are highly welcome. We are equally pleased to receive any compliments or staff commendations when you have received good service.

PALS

The Patient Advice Liaison Service (PALS) is a confidential service for patients and their families, to help deal with any questions or concerns about local health services. For further information, please telephone: 02476 246002

Patient Participation Group

We have a patient group which meets on a quarterly basis. Meetings are informal and the agenda covers services provided by the surgery. Any patients wishing to join the Group should contact Reception or fill in our online form.