

Southam Surgery PPG Meeting Notes

Friday 27th September 2019

Present: Mr & Mrs Goode, Mrs Pickering, Ms Sangster, Mrs Harrison, Mrs Roughan, Mrs Watkins, Mrs Hyland, Mrs Preston, Bev, Dr O'Brien, Dr Troth, Dr Moss, Dr Havard

Staffing- Ann has retired. Our new Practice Manager Karen Marley will be starting on 28th October.

We have two new secretaries, Corrie and Sue, and a new person in admin, Gaynor, all have settled in very well.

Flu clinics- Saturday 5th and 12 October 8.30-12. Tea and coffee will be served. Patients should be encouraged to have their flu jabs at the surgery, not the pharmacy. Patients will be asked to update their phone numbers on the Saturday mornings.

Any Other Business

Primary care networks are continuing to develop. The Eastern network, of which Southam Surgery is part, has appointed a physiotherapist and a social prescriber. We are not sure how they will fit in with the surgery as it is still very early days and we are trying to make the best use of everything.

There is now a TV screen in reception with health messages and promotions for patients to look at while they wait for their appointments.

Mrs Harrison had cancelled a hospital appointment, but the hospital called her to ask where she was!! Ms Sangster is on a committee trying to improve efficiency and reduce problems, she will mention at her next meeting.

Mrs Preston went to Southam Clinic, which appeared to be much underused, Dr O'Brien said that the clinic is underutilised by 25-30%. Warwick Hospital has a lease to use part of the building and is looking to see if it is still viable.

Ms Sangster asked if we were happy with our computer system and service we receive. Everything seems to be working ok most of the time, there are times when we wish the system was faster, but we are having an upgrade to our internet on 3rd October which should help a lot.

Date of Next Meeting- this will be confirmed in the New Year.