

SOUTHAM SURGERY WINTER NEWSLETTER 2020

SOUTHAM SURGERY STOWE DRIVE SOUTHAM CV47 1NY
01926 815842 WWW.SOUTHAMSURGERY.CO.UK

STAFF UPDATES

We would like to welcome Dr. Liv Cooper, a GP trainee who has joined the team.

Dr. Chris Troth leaves us in March, we wish him good luck and thank him for all his work here.

COVID UPDATES

The South Warwickshire GP Federation vaccination team are working very hard to administer the COVID vaccine. **Please do not ring the surgery**, as they will invite you by text or phone call when it is your turn.

CONTACT DETAILS

Please make sure your contact details are up to date. You can do this online

<https://www.thesouthamsurgery.co.uk/changedetails>

FACEBOOK

Welcome to all our new followers on Facebook where we keep you updated and informed
<https://www.facebook.com/southamsurgery>

SOUTHAM SURGERY NEWS

It feels like Spring is in the air. We continue to work hard and adapt during these challenging times to maintain services. The pandemic has forced us to work in different ways in order to protect patients and staff. Most consultations are now on the telephone or through video links. If the clinician needs to see a patient, they will arrange a face-to-face consultation. We are operating a one-way system into and out of the practice to maintain social distancing and ask all patients to wear a mask and disinfect hands on entry. We ask patients to attend appointments on time to prevent unnecessary waiting outside. Blood tests, immunisations, dressings, and emergency treatment have continued to be provided throughout the pandemic and we have now resumed joint injections, learning disability health checks, cytology screening and over 40 yrs. health checks. All prescriptions are now being sent to patients nominated pharmacy electronically. We thank you all for your continued support and understanding during these challenging times.

BIRTH MONTH RECALL

Please note that from April 2021 we are launching a new service, making changes to the way that we recall patients for your long term condition. From this date forwards, you will be asked to book your review(s) during your birth month. Recalling patients by birth month is more convenient for the majority of patients and makes the month of your annual review easier to remember. We appreciate that initially, this may result in you being called in sooner or later than you were expecting but it is essential that you book your appointment when called, as we may not be able to accommodate your review outside of your birth month from April onwards. For more information <https://www.thesouthamsurgery.co.uk/infopage/annualreviews>

NEW PHONE SYSTEM

On 24th March we will be going live with our new phone system, so please bear with us. The benefits for the patient is that you will never receive an engaged tone, you will know your position in the queue, you will have the option to request an automated call back, so you don't have to wait in the queue. We will be able to inform you of the most up to date information whilst on the call.

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FIRST CONTACT PRACTITIONER

Within our Primary Care Network our patients have access to a new service for musculoskeletal problems. Roger Weddell is our First Contact Practitioner and also works as part of the South Warwickshire Foundation Trusts MSK (Musculoskeletal) team.

Roger is an extremely experienced musculoskeletal practitioner and can see patients with new joint pain, back pain or non-specific muscles pain; whether that be from arthritic symptoms or sports injuries. Roger is a prescriber and will be able to refer the patient to the most appropriate service and of course will discuss concerns with the patients GP as required. Please call reception for an appointment if this applies to you.

NHS CHOICES

We all love good feedback, if you'd like to shout about it please leave a review here
<https://www.nhs.uk/services/gp-surgery/southam-surgery/M84026/leave-a-review>



CLINICAL PRESCRIBER

Rajveer Kaur is our new Clinical Pharmacist who has a background in both CCG medicines optimisation and community pharmacy and will be working alongside Hitesh Tara. Raj will perform structured medication reviews (SMRs): these in-depth reviews have been aimed at those who are taking multiple medications. She will hold clinics or telephone consultations for areas such as hypertension reviews, medication reviews, post-hospital discharge medication review, pill checks, BP review and HRT review.

USEFUL NUMBERS

NHS Direct 24/7	111
Mental Health Helpline	0800 161 171
Warwick Hospital	01926 495321
UHCW Hospital	02476 964000
Ambulance Transport	01926 310312
District Nurses	0845 608 0275