

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.

Our Doctors:

Dr Matthew O'Brien (Male)

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

Dr Abbie Martin (Female)

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

Dr Megan Moss (Female)

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

Dr Rachel Waters (Female)

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

Dr Christopher Troth (Male)

MBChB (University of Birmingham) 2013 MRCGP
GMC No. 7408368

Dr Catriona Reid (Female)

MBBS (Imperial College School of Medicine) 2012
BSc (Hons) MRCGP GMC No. 7294065

Dr Elizabeth Twinn (Female)

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

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 Staff

Practice Manager:

Karen Marley : RGN, RHV, BSC (Hons), MPH.

Assistant Practice Manager

Beverley Freeman

Practice Nurses:

Paula Woods: RGN, RM (Senior Nurse)
Kirsty Phillips: RGN, RSCN, CIDC,
Mandy Morrice: BA (Hons), RGN, Paramedic, Diploma in Autonomous Practice

Healthcare Assistants

Angie Hughes (Diploma for Assistant Practitioners in Healthcare); Gill Stevens

Receptionists

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

Administration

Jo Jones, Angie Maclachlan, Linda McMahon and
Gaynor Langston

Secretaries

Corrie Parsons and Sue Berry

Prescriptions

Gill Stevens, Karren Cave, Debbie Lowe and Alice Washbrooke

Cleaners

Pauline Elstob and Michelle McGuire

Other members of the primary health care team include Health Visitors and District Nurses

Southam Surgery

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
Prescriptions 01926 811150
Fax: 01926 818729

www.thesouthamsurgery.co.uk

Appointments

Booking or Cancelling an Appointment

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

Appointments

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.

Appointment Length

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.

Emergency Appointments

If you have a problem that is sudden and serious there is an emergency clinic that runs everyday. 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.

Home Visits

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

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 Training Practice and has regular Registrar placements. Registrars are qualified doctors who are undertaking their GP 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.

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.

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.