

SOUTHAM SURGERY PPG AUTUMN NEWSLETTER 2021

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

STAFF UPDATES

We would like to welcome Dr. Aysha Shah, a ST2 trainee who has joined the team.

We are delighted that Dr. Ejeme Ejele who completed her training here, has joined us as a salaried GP.

We say goodbye to Nurse Kirsty on 22nd September who will be leaving us after nearly 8 years at the practice. We welcome Vickie who will be replacing her.

CONTACT DETAILS

Please encourage friends and family to make sure their contact details are up to date. They can do this online.

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

FACEBOOK

Please note we do have a surgery Facebook account where we share the latest information

<https://www.facebook.com/southamsurgery>

SOUTHAM SURGERY NEWS

Thank you all for your continued support and understanding during these challenging times. We are open and are still operating a telephone triage system. Once the GP has spoken to you, they will assess if you require a face to face appointment and bring you down to the surgery during our opening times 10-6.30pm. We are still maintaining social distancing, so limit the amount of patients in the waiting room, to protect you and our team. Face to face appointments with our nurses can be made for routine vaccinations and cervical smears. Please continue to respect our Reception Team who are doing their best to help you in these very difficult circumstances. If you do attend surgery PLEASE WEAR A MASK.

BIRTH MONTH RECALL

We launched a new service in April 2021, making changes to the way that we recall patients for long term conditions. This appears to be working well, although if you do get a reminder and you feel you have had your review, please contact reception to see if you have anything outstanding. For more information <https://www.thesouthamsurgery.co.uk/infopage/annualreviews>

PHONE SYSTEM

The new phone system went live on 24th March and is proving to be a success. This has given us a great opportunity to look at the statistics which we would like to share with you, to give you a good understanding of the calls we receive. Over the last four months we have on average 9784 calls a month, which equates to 464 per day for 145 appointments available. Our team work really hard to accommodate all patients within these boundaries.

COVID BOOSTERS/FLU VACCINES

We are working with our local CCG who are in the planning stages of the COVID Booster and Flu Vaccination programmes for Autumn and Winter. All eligible patients will receive their vaccine in due course. We will contact you by text, letter or phone when it is time to make an appointment.

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STAFF TRAINING DATES

Please be aware that practices across South Warwickshire will be closed from 12.30pm on the following dates for staff training. Please call 111 during this time.

- Wednesday 15th September
- Thursday 14th October.

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>

COVID TESTING

As lockdown restrictions ease it is important to continue to do lateral flow tests if you have no symptoms or please arrange a PCR test if you do have COVID symptoms.



ONLINE ACCESS

We are increasing the amount of pre-bookable appointments online. Please download the NHS app to access these.

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