

**BENNFIELD SURGERY**  
**Patient Reference Group Report**  
2018-2019

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**1 Profile of Practice**

Bennfield Surgery has approximately 8000 patients registered on the practice list. We are situated on the edge of the town centre. We have a purpose built surgery which we moved to in June 2003. Our surgery is fully able to accommodate disabled and able bodied patients alike.

The practice is open Monday to Friday between the hours of 8.30 am and 6 pm. We also have as part of our 'extended hours' a Saturday morning pre-bookable appointment surgery.

We are also able to offer the Extended Hours Service Monday – Friday evenings and Saturday mornings. Doctor and Nurses appointments are available at Rugby Well Being Centre.

The Coventry and Rugby Clinical Commissioning Group commissions the Out of Hours service for patients who need urgent care when the Surgery is not open. Patients dial '111' and will be given appropriate advice as to which health care service would be beneficial to them.

We encourage patients to share their views on our services and we take account of any suggestions made by patients to see if they would be beneficial to the smooth running of the surgery for patients and staff.

**2 Patient Reference Group**

The Group was established in 2011 to help to understand the views of patients on the services which we provide. The group has been advertised on our web page [www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk), posters in the surgery, waiting areas and we are now including information about the group in our 'new patient' information letters.

Representatives of different groups of patients were invited to join the PRG which include for example carers, disabled patients and ethnic groups. PRG members have also come into the surgery to talk to patients and try and recruit new members. We have also tried to encourage some younger people to join. However in spite of our efforts the group remains small.

We are currently looking for a Chairman and also a secretary to help with the administration.

At the meetings the Practice Manager, Office Manager and usually a doctor will be in attendance whenever possible.

The last PRG Meeting was held in October 2018 and the next is scheduled for April 2019

The Surgery liaises with the group when appropriate and listens to their views on matters which may arise.

Up until April 2017 Patient 'Voice Groups' were held usually every two months in the Rugby vicinity and members of the PRG could attend these meetings. We are also notified if there are any health summits in the area and again the public are very welcome to attend.

Since the last report was compiled two meetings have been held on 26<sup>th</sup> April 2018 and 25<sup>th</sup> October 2018. The group had three significant requests/decisions which they wanted to include in the report:

- 1: The PRG asked for Clinicians to call patients name twice over the tannoy. The Doctors felt this did happen if patients did not respond to the first call.
- 2: The PRG asked for emails to be sent to all members asking if they still wanted to be active members.
- 3: The PRG asked for the surgery to advertise on the website that the group we looking for new members.

The group wanted to express their continued appreciation for the co-operation the group have received from Kayley (Practice Manager) and Jane (Office Manager).

**3 Summary of 2018-19** In 2014 we became an accredited training practice with Dr Doherty and Dr Barnes as the accredited trainers. We work with the West Midlands Deanery to provide general practice training experience for doctors who wish to specialise in primary care.

Dr Pool was with us for a year but left the Practice in August 2018 on completion of her training. Dr Rai has been training with the surgery since August 2018.

The doctors feel this is an important programme for the surgery to be involved with the training of future GPs. It also increases our overall available appointments.

Physiotherapy, Counselling via IAPT and the Midwife all continue to run clinics at the surgery. The surgery also participate in the Abdominal Aortic Aneurysm (AAA) screening programme. This is usually done on a quarterly basis and is a way of detecting a dangerous swelling (aneurysm) of the aorta in men aged 65 and above.

In 2015 the surgery became a 'research active practice' and Dr Doherty has taken the lead on this. The Patient Services Manager supports him with the administrative work involved. Further details are available on our website.

At the end of September Dr Behura left the practice and Dr Busby joined the surgery as a salaried GP.

The CQC visited the surgery in January and we are pleased to say that the surgery passed the inspection retaining our overall "Good rating". The report can be found on our website.

A self check in machine has been installed at the surgery and we are in the process of having a privacy booth installed that will house a blood pressure and weight machine.

Wifi is now available throughout the surgery.

We are in talks with the telephone company and will hopefully have a new system in place soon.

The sliding doors at the front and rear entrances have been replaced.

Gps now use the Castle Register. This enables patients to have co-ordinated end of life care.

The flu campaign and the breast screening programme have both had a very good response.

The Friends and Family Test which was introduced by NHS England continues to be used as our benchmark for feedback to the practice.

Primary and secondary care establishments across the NHS use this form of survey and so patients are becoming familiar with it. Patients can complete the Friends and Family form in any NHS establishment if they wish, to provide feedback on the service they receive on that particular day.

The question that is asked is:

- *'How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?'*

Patients also have the opportunity to comment on their reasons if they wish to. As this forms part of our on-going contract we are required to upload information on the responses to NHS England who collate the data.

The medical and administration staff at the surgery, strive to make the surgery run smoothly and efficiently. We always try to offer options to help patients who cannot always get appointments when they would like them. We run a robust cancellation list and will always ring patients if an appointment becomes available.

The doctors have a very heavy workload but work hard to deliver the best service to our patients.

Constructive feedback is always welcome from our patients. The Practice Manager and Office Manager have an 'open door' policy to discuss any issues that patients may have.

#### **4 The Future**

The Patient Reference Group will continue to meet twice a year to discuss issues relating to the practice and we are hoping to have a brief meeting in May with new recruits to explain how the group works. Please contact Jane Gardner if you are interested in joining the group as a Chairman, secretary or a member.

Kayley Delaney and Jane Gardner have been in their roles since March 2016 and they continue to support the Group.

We hope that the Patient Reference Group will continue to flourish and that new members can be recruited and play an active role to continue the good work which has already been started.