

## Home Visits

If you are too ill to come to the practice, please telephone, or have someone call on your behalf, before 10.30am. This is to help the Doctors plan their visits for that day. You may be asked for some details so that we can determine the urgency of your visit.

Please ensure that your home is easily identifiable and is made safe for the visit (e.g. Dogs shut away in another room). If the Doctor deems it unsafe, they may cancel the appointment until such a time that it is safe.

## Family Planning Advice

Family planning advice is offered to appropriate patients within normal surgery appointments and includes all types of contraceptive advice including cap, coil and implant fitting, and post coital contraception (morning-after pill).

## Minor Surgery

The Doctors may advise removal of moles, warts, toenails, etc. This can be done within the surgery in our treatment room. During this appointment a Doctor and Nurse/Healthcare Assistant will be present.

## Repeat Prescriptions

Please note; repeat prescription requests cannot be made over the phone, you can order your prescription by:

Returning the right hand side to the surgery

- ◇ Ask your nominated Pharmacy to order for you
- ◇ Email : [prescriptions.bennfieldsurgery@nhs.net](mailto:prescriptions.bennfieldsurgery@nhs.net)
- ◇ Fax: 01788 866039

Requests usually take 2 working days and cannot be issued if you are due a medication review. Your prescription will be sent electronically to your nominated Pharmacy.

## Important Information

You will be treated as an individual and will always be given courtesy and respect, irrespective of your ethnic origins, religious beliefs, personal attributes or the nature of your health problems. Staff will maintain your right to privacy.

You have a right to a full explanation of your illness and any tests, investigations or consultations relating to that illness. Please inform us immediately if you do not understand the explanation.

The practice is a no smoking site and smoking is not permitted whilst on the premises.

We would ask that you respect other patients, visitors and staff by not using your mobile phones whilst in the waiting rooms and consulting rooms.

## NHS APP

The NHS App is available now on iOS and Android for people over the age of 13 to access a range of services and personal information (upon successful registration)

## Comments, Compliments and Complaints

As a practice we always welcome feedback from our patients to enable us to review our practices and deliver the best possible service within our remit.

We would ask that where possible, you submit your comment, compliment or complaint in writing for the attention of the Practice Manager.

A copy of our complaints procedure can be obtained from Reception, or by visiting [www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk)

As a practice we will respond within 3 working days. For complaints; you should receive a full response to your complaint normally within 20 working days.

# Bennfield Surgery

Hilton House,  
Corporation Street,  
Rugby. CV21 2DN  
Tel: **01788 540860**  
Fax: **01788 866039**  
[www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk)

Dr C J Warburton MB ChB MRCGP  
Dr N J Doherty MB ChB MRCGP  
Dr H C Barnes MBBS MRCGP  
Dr C Busby MB ChB MRCGP  
Dr C Williams MBBS BSc MRCGP

# Patient Leaflet



Bennfield Surgery is within the Coventry and Rugby Clinical Commissioning Group and part of the Arden Herefordshire and Worcestershire Area Team—NHS England.

Practice Manager: Kayley Delaney

## Welcome!

Here at Bennfield Surgery, our aim is to provide a friendly, yet effective family Doctor service and promote a healthy lifestyle for all of our patients.

## Our Practice

Bennfield Surgery is located within a purpose built medical practice and has full disabled access, including car parking.

Car parking is available at the rear of the property via West Leys and Bennfield Road. The parking is for patients only, for the duration of their appointment. Parking is at your own risk and the surgery does not take any responsibility for vehicles in the car park.

Access to the surgery is fully compliant with the Disability Discrimination Act. Staff on duty are available to assist at any time. A lift is also available to gain access to the 1st floor consulting rooms.

We have 5 partners in the Practice; Dr C Warburton, Dr N Doherty, Dr H Barnes, Dr C Busby and Dr C Williams.

In addition to this we have 1 Nurse Practitioner, 3 Nurses, 1 Healthcare Assistant and many administrative staff who work behind the scenes.

This practice operates a Zero Tolerance policy on violence, or verbal or physical abuse, towards its staff members and such instances will result in prosecution, where it is deemed necessary. A copy of our Zero-Tolerance policy can be obtained from the practice upon request.

## How to Register

You can register with the practice if you live within the Practice Boundary Area. This can be found on: [www.primarycare.nhs.uk/publicfn/catchment.aspx?oc-m84067&H=800&W=1000&IF=0](http://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc-m84067&H=800&W=1000&IF=0)

Please ask at Reception for a registration form.

## Your Personal Health Information

We ask for information about you to ensure that you receive the best possible care and treatment. This is retained, together with details of your care, to ensure that your Doctor, Nurse or other Healthcare Professional has accurate and up to date information.

It is important that you inform us of any communication or information needs relating to a disability, impairment or sensory loss at the time of registering, or as soon as your circumstances change, in order for us to communicate with you in the most appropriate way.

If you have a carer or named third party who you wish to discuss your medical information on your behalf, you must provide written authorisation for this in advance to allow us to share your personal information with them.

## Opening Hours

The Practice opening times are 8:00am-6:00pm, Monday to Friday.

These times are for practice doors and phone lines .

Please avoid phoning before 10am if your call is not to book an appointment or to request a home visit for that day.

## Your appointment

Each appointment is for a 10 minute time slot, and each 10 minute time slot is designed to deal with 1 medical problem. If you have more than one problem, or you are aware that your appointment may take longer due to the nature, longer appointments are available upon request.

Our Reception staff have been instructed by the Senior Partners to ask for a brief reason for the appointment. If you feel unable to disclose this information to them, that is your right. However, the Reception staff have

Information available to them that means that if your matter does not require an appointment, they can sign-post you correctly. This is to allow us to manage our appointments effectively and direct you to the most appropriate service in a timely manner.

During the COVID-19 pandemic we operated under different guidelines. We offer telephone triage in the first instance for safety, to minimise the number of patients attending the surgery, to protect the vulnerable patients and to minimise the risk of infecting staff and contaminating the surgery. Where the GP deems it appropriate, a face to face appointment is offered following the telephone triage. PPE will be worn by the Doctor/Nurse for the duration of the face to face appointment and strict infection control protocols are followed after each appointment.

## What to do in an emergency

Outside of normal working hours, please contact the NHS out of hours service on **111**.

**NHS 111** can help if you need urgent medical help or if you're not sure what to do. They will ask you questions about your symptoms so you get the most appropriate help. You can also get help from [www.111.nhs.uk](http://www.111.nhs.uk)

In the event of a medical emergency (someone is seriously ill or injured and their life is at risk) call **999**. Medical emergencies can include:

- ◇ Loss of consciousness
- ◇ An acute confused state
- ◇ Fits that are not stopping
- ◇ Chest pain
- ◇ Breathing difficulties
- ◇ Severe bleeding that cannot be stopped
- ◇ Severe allergic reactions, scalds or burns