

Bennfield Surgery Newsletter

Summer 2023



Welcome

We would like to welcome you to our first newsletter. Our aim is to provide some useful information to our patients and keep you updated on what is happening in the surgery.

We are continually looking to improve our services, so if you have any feedback on the newsletter, or for the surgery in general, please go to the [Compliments, Suggestions & Complaints](#) section of the website.

A message from our Patient Participation Group (PPG)

This Newsletter has been produced by Bennfield Surgery in collaboration with the Patient Participation Group. The PPG is a group of patients, carers and practice staff who meet to discuss practice issues and patient experience to help improve the service provided by the Practice. It's role is:

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Regular communication with the patient population.

There is a section on our web site about the work of the [Patient Participation Group](#).

The current Chairperson of the PPG is Martin Saxby, who can be contacted via the Office General Manager: reception.bennfieldsurgery@nhs.net

We are keen to recruit more patients to the PPG and to make the group more diverse. It meets 2 or 3 times a year. If you are interested please contact Martin via the email above or complete a [PPG Application form](#).

[Click here](#) to view a short film which explains what a PPG is and what it does.



Farewell

Dr Warburton will be retiring from General Practice at the end of June 2023 after first joining the practice 25 years ago.

We would like to thank Dr Warburton for all of her hard work and dedication over the past 25 years, and wish her well in her retirement.

Your questions answered



Why do the Receptionists ask for a reason for my appointment?

The GPs have instructed the Receptionists to ask for a brief reason for the appointment as there may be other services best suited to you that they can signpost you to. This would mean you are getting the most appropriate service in a timely manner without having to see too many professionals.

Receptionists are not medically trained, what makes them qualified to determine whether or not I see the GP?

Our Receptionists are not medically trained and do not triage our patients. They are, however, given key pieces of information regarding minor illnesses, and services available, which they can signpost you to. We are not taking away the option for you to see a GP, but we are giving you the option to see the correct professional in a timely manner.

When can I see a Doctor for a face to face appointment?

Face to face appointments have been available to book on the day since the easing of COVID restrictions allowed us to do so. Our system has changed since pre-COVID in that you are now booked in to a telephone triage appointment for on-the-day appointments. A GP will phone you to triage the reason for appointment and, if you or they feel it appropriate, you will be invited in for a face-to-face appointment.

Why is a Pharmacist now doing my medication review?

Clinical Pharmacists work with the GP team and are employed by the local Primary Care Network (PCN). They are highly qualified experts in medicines and can carry out structured medication reviews. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.

I have been advised to see a Physiotherapist, do I need to see the Doctor first?

We have an 'in-house' Physiotherapist who can see patients for an initial assessment. If you have musculoskeletal problems (e.g. back pain, joint pains), you can book to see the PCN Physiotherapist without needing a GP appointment first. You can book these appointment via Reception. If the Physiotherapist feels you need ongoing physiotherapy care, you will be referred to the Community team. You can also self-refer to the community team, without seeing the GP first for your musculoskeletal problem. You can do this by completing their self-referral form, found on their website [Adult physiotherapy services for patients at Warwickshire \(swft.nhs.uk\)](http://www.swft.nhs.uk)

Protected Learning Time (PLT)

The surgery takes part in training for continuous development, which means we have to close for an afternoon. During this time, you should call NHS 111 for urgent medical attention. 2023 dates are:

Thursday 15 June (close at 12:30pm)

Thursday 15 September (close at 12:30pm)

Thursday 12 October (close at 12:30pm)

Wednesday 29 November (close at 12:30pm)

How are we doing?

Your feedback is important to us. Please complete an NHS Family and Friends Test by visiting our website:

[Bennfield Surgery](#)



Pharmacy

Don't wait until it gets worse, ask your Community Pharmacy team first!

Community Pharmacists are qualified healthcare professionals with the qualifications and training to assess your **minor** illness and recommend the right treatment. You will find them at your local pharmacy/chemist. Their role is to dispense prescriptions, sell over-the-counter medicines and give advice on treating minor ailments.

Minor health concerns a Community Pharmacist can assist with include:

- Sore throats
- Coughs, colds and flu
- Tummy troubles
- Aches and pains
- Red eyes
- Sleeping problems
- Athlete's foot
- Mouth Ulcers
- Constipation and diarrhea

[Click here](#) to find your nearest Pharmacy

The Pod

There may be times you are asked to provide your height, weight or blood pressure readings by a health care professional. We have a Pod set up in the waiting room to measure your height, weight and blood pressure. It is free to use and no appointment is required. Please ask a member of the Reception team if you need help using it.

NHS Eye Care Service

The NHS Eye Care Service has been developed to allow patients to see an eye care professional without requiring a GP referral. The service provides treatment for common eye conditions such as red, sore or dry eyes. In many cases, patients are seen and treated within 48 hours.

Please contact the centre directly to arrange your NHS appointment.

Available centres in Rugby:

Gray Opticians (01788 544948) Vision Express (01788 552460) Boots Opticians (01788 540996)

Useful contacts

Please click on contact title for more information.

<u>Ambulance transport</u> 01926 310312	<u>Hospital of St Cross, Rugby</u> Switchboard: 01788 572831	<u>School Nursing team (COMPASS)</u> 0330 024 5204—option 1
<u>Blood tests (7-10am & 3-5pm)</u> 02476 153546	<u>Improving Access to Psychological Therapy (IAPT)</u> 02476 671092	<u>Sexual Health, Warwickshire</u> 0300 123 6644, option 2
<u>Booking Centre (for referrals)</u> Phone: 0345 608 8888 Textphone: 0345 850 2250	<u>Myton Hospice Support Hub, Rugby</u> 01788 550085	<u>University Hospital Coventry</u> Switchboard: 02476 964000
<u>Change Grow Live (CGL)</u> 01926 353513	<u>P3 Charity</u> Freephone 0808 164 6220	<u>Vasectomy Service</u> 0345 300 0212
<u>CHAT Health (text Service)</u> Advice for parents of 0-5 year olds: 07520 615293 Advice for teens: 07507 331525 Parent line: 07520 619376	<u>Physiotherapy</u> 01926 600818 option 5	<u>Voluntary Rugby Transport (small charge)</u> 01788 561293
<u>Cruse Bereavement Support</u> 0808 808 1677	<u>REFUGE Domestic Violence Service</u> 0808 2000 247	<u>Warwick Hospital</u> Switchboard: 01926 495321
<u>George Eliot Hospital, Nuneaton</u> Switchboard: 02476 351351	<u>Rugby Crisis and Home Treatment Team</u> 0330 066 9645	<u>Warwickshire Carer Wellbeing Service</u> 02476 632972
<u>Health Visiting</u> 01788 555147	<u>Rugby ROSA</u> 01788 551151	<u>Warwickshire Young Carers</u> 01926 963940



Better Health

Kickstart your health

On the **Better Health** website, you can find help and support to kickstart your health to lose weight, get active, quit smoking or drink less. There is also a section on simple ways to lift your mood with **Every Mind Matters**. Please visit the [Better Health](#) page for more information.

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Opening Hours: Monday—Friday 08:30-18:00 (phones and doors)