

# Bennfield Surgery

## Newsletter

Autumn/Winter 2023

Welcome to our Autumn/Winter edition of the Bennfield Surgery Patient Newsletter.

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.

### Welcome!

We would like to welcome Dr Sarah Tripp to our team, who joined the practice as a Salaried GP in August 2023.

We have also welcomed Dr Shedu GPST1 and Dr Hussain GPST1 who are GP Registrars, training with the support of our GPs.

### Farewell Carlyn!

Carlyn Dunster-Sigtermans, Advanced Nurse Practitioner, will be retiring at the end of the year. Carlyn would like to express how much she has enjoyed her time working with patients over the years. All staff at the practice would like to thank Carlyn for all of her hard work and dedication and wish her well in her upcoming retirement.



If you wish to send your own message to Carlyn, a message book will be available in reception from October, or you can leave your message via our website.

### Please don't phone in the mornings for routine queries.

Dear patients,

As I am sure you are all aware, the phone lines are very busy first thing in the morning, especially between 08:30 and 10:30. It is the case, however, that people do ring during these times for non-urgent and routine queries.

To help free up the phone lines for those needing to make appointments, we kindly request that for all non-urgent requests, people phone after 10:30 and preferably not on a Monday, which is again the busiest time.

Thank you.  
GP Partners

### COVID Boosters

This year, the surgery will be delivering the COVID booster programme to those patients who are eligible.

We will be sending out a text message to enable you to self-book your appointment. If we do not hold a valid mobile number for you, we will phone you on the landline number we have on your record. Please ensure we have your most up to date contact numbers.

## Flu Clinics

The flu vaccination is safe and effective. It is offered every year through the NHS to help protect people at risk of getting seriously ill from flu.



### Who can have the flu vaccine?

The flu vaccine is given free on the NHS to adults who:

- Have certain health conditions
- Are pregnant
- Are in long-stay residential care
- Receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick.
- Live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis.

### I am a frontline health and social care worker

If you are a frontline health and social care worker, you should get your flu vaccine through your employer. If your employer will not do the flu vaccine, please contact the surgery to discuss this further.

### Flu clinics

We will contact you when it is your turn to book into a flu clinic. Where possible, this will be done via text message which will allow you to book your appointment at a time/date suitable for you. Please ensure we hold the most up to date mobile number for you.

If we do not hold a mobile number on record for you, we will contact you either by landline or in writing to arrange your appointment.

## A message from our Patient Participation Group (PPG)

The Patient Participation Group (PPG) has an important role to play in helping to influence the policies and decisions of the Surgery. It provides an opportunity for the practice to listen to patients' concerns and opinions and to help the Doctors and staff understand the perspective of patients.

It also provides an opportunity for patients to have a greater understanding of issues faced by the Practice as the NHS goes through major changes and to raise general matters of interest in the areas of health and well-being.

The next meeting of the PPG is scheduled for early November, if there is anything you would like to be raised at that meeting, please contact the Chairman, Martin Saxby, via email shown below.

The PPG is always on the lookout for new members and if you are interested in joining the Group please contact the Chairman via the Practice email [reception.bennfieldsurgery@nhs.net](mailto:reception.bennfieldsurgery@nhs.net) or follow this link to the web site for more information and an application form by clicking [here](#).

# How to stay well this winter

Cold weather can make some health problems worse and even lead to serious complications, especially if you're 65 or older, or if you have a long-term health condition.

## Get advice if you feel unwell

If you're 65 or over, or in one of the at-risk groups, it is important to get medical help as soon as you feel unwell. You can get help and advice from:

- Your GP. Please phone the surgery to arrange a telephone triage appointment.
- A Pharmacist at your local pharmacy.
- NHS 111. You can go to their website [www.111.nhs.uk](http://www.111.nhs.uk) or phone 111 if you are unsure what to do.

## Keep warm and get help with the heating

Keeping warm can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

You should aim to, if you can, heat your rooms that you regularly use to a temperature that is comfortable for you. It is also best to keep your bedroom windows closed at night when the temperatures drop further.

Check your heating and cooking appliances are safe and that your gas safety certificate is up to date. You should ideally have a carbon monoxide detector fitted.

Make sure your home is fire safe. Ideally you should have smoke alarms fitted, which are tested regularly.

Make sure you are getting the help that you are entitled to. Details of grants, benefits and advice available to make your home more energy efficient, improving your heating and help with your bills can be found on the Gov.UK website at: <https://www.gov.uk/browse/benefits/low-income> or you can phone the government helpline on 0800 444 202.

## Look in on vulnerable neighbours and relatives

Remember that older neighbours, friends and family members may need some extra help over the winter.

Bad weather conditions including icy pavements can cause people to stay indoors and not go outside. It is worth checking on your friends, neighbours and family members to see if there are any practical tasks you can help with and to check on how they are doing in general, making sure they are stocked up with enough food supplies or helping to arrange food deliveries if they are unable to.

If you are concerned about someone's health, please phone their GP or 111 if outside of opening hours.

If you are concerned about someone's welfare that is not health related, you can contact their local council or call the Age UK helpline on 0800 678 1602.

# Directory of self-referral services

There are a number of services you can refer yourself to without needing to see the GP beforehand.

## Physiotherapy (Adults)

You can refer yourself for musculoskeletal (only) physiotherapy by completing a self-referral form. ([Click this link](#)). They are unable to accept referrals if the problem has been treated with Physiotherapy in the last 6 months, or for OT hand and wrist assessments, please book an appointment with a GP for these issues.

## Stop Smoking Service

The Stop Smoking Service offers 12 weeks of one to one support to help you stop smoking. You will receive help with managing cravings and withdrawal symptoms using free nicotine replacement therapy (NRT) products. You can self-refer by calling 0333 005 0092, texting **QUIT** to 60777 or complete the form by [clicking here](#)

## IAPT talking therapies

IAPT services provide short term psychological therapy for people with mild to moderate symptoms of anxiety, stress, panic, worry, low mood/depression. You can self-refer online by [clicking here](#)

## Change Grow Live (CGL)

CGL Warwickshire is a recovery-focused service with a full range of treatments and interventions designed to support people to take control of their recovery. You can refer yourself by completing the referral form ([click here](#)). If you have any queries, please phone 01926 353513

## Sexual Health Warwickshire

Sexual Health Warwickshire is a few, confidential and easily accessible NHS service who provide a complete range of contraception and sexual health services, including family planning, pregnancy testing and full sexually transmitted infection (STI) testing. Appointments are only available after telephone assessment. Phone 0300 123 6644 and select option 1 to arrange your appointment.

## Patient Transport Service

West Midlands Ambulance Service provide patient transport to patients who have a medical need that stops them using private or public transport. It is not provided for social or financial reasons. When you ring, you will be asked a number of questions to confirm you are eligible. To book transport, please phone **01926 310312**. For queries, please email: [ptsenquiries@wmas.nhs.uk](mailto:ptsenquiries@wmas.nhs.uk)

## Car parking at the surgery

We are aware that there have been issues with being able to park in the surgery car park at certain times of the day. We have tried to monitor the inappropriate use of the car park, but I'm sure you can appreciate, this cannot be monitored continually. We have spoken to surrounding businesses to ask that they inform their visitors of inappropriate parking in the surgery car park.

We would ask that, if there are no parking spaces available, you find an alternative car park or wait for a space to become available. Please do not cause an obstruction. There is parking available in the council car park close by, next to Home Bargains, if you are able to walk the distance.

### Bennfield Surgery

Hilton House  
Corporation Street  
Rugby  
CV21 2DN

Phone: 01788 540860

E-mail: [Reception.bennfieldsurgery@nhs.net](mailto:Reception.bennfieldsurgery@nhs.net)

Website: [www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk)

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

## How are we doing?

Your feedback is important to us. Please complete an NHS Family and Friends Test by visiting our website: [Bennfield Surgery](#)