

# Bennfield Surgery

Summer 2024



## Newsletter

### Welcome

Welcome to our Summer Newsletter and to any new patients who have joined the practice since our last 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.

### Farewell

Dr Doherty will be retiring from General Practice in June after being a GP Partner at the practice for over 24 years. We would like to wish Dr Doherty all the best in his retirement and thank him for all of his hard work and dedication over the years.



### Welcome

We are pleased to welcome Dr White back to the practice in June. Dr White previously worked here as a trainee, but will be returning as a GP Partner.



We would also like to welcome Philippa Brotherwood, Advanced Clinical Practitioner and Lead Nurse, who joined us in December 2023. Philippa is working towards completing her Masters in Advancing Practice, she is a Nurse Prescriber and is able to diagnose and treat a variety of concerns.

The practice also has 3 new GP Registrars with us at the moment who are currently in training with the support of our GPs. We would like to welcome Dr Lydia Scullion GPST3, Dr Owain Thomas GPST3 and Dr Mona Shalabi GPST2.

We would like to welcome to the team, Andrea, who has joined us as a GP Assistant. Andrea is currently undergoing training for her new role.

### Good Luck

We would like to wish our Practice Manager, Kayley Delaney, good luck with her upcoming maternity leave. Kayley will be going on maternity leave in July, when her role will be covered by the Deputy Practice Manager.



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

The Patient Participation Group at Bennfield Surgery meets regularly with Dr Williams and the Practice Manager and Office Manager. It is the voice of patients for the practice and we discuss matters of interest and concern to the practice and patients alike for our mutual benefit. This newsletter is one example of something that has come out of our PPG discussions.

Everyone is aware that the NHS as a whole is under great pressure at the moment for a variety of reasons and the PPG is concerned for the best possible service to be given by the practice to its patients, and we know from our meetings that this is desire of the Doctors and staff. Many patient's concerns and suggestions have been discussed in our meetings and we are pleased that in many areas improvements are evident, such as reduced waiting times when ringing in, and the availability of appointments - both by telephone and face to face.

We can all play our part in helping this surgery provide the best service possible, one way is to be kind and polite to staff when ringing in, another is by attending any appointment made, as sadly a number of people simply do not turn up!

We are always very pleased to hear from patients and if you have a concern please feel free to share it with the PPG by emailing us via [reception.bennfieldsurgery@nhs.net](mailto:reception.bennfieldsurgery@nhs.net)

The PPG would like to express its thanks to Dr Doherty for his many years of dedicated service to this surgery on the occasion of his retirement, and to wish him well for the future.

Martin Saxby  
Chairman

## National NHS Campaigns

**10-16 June Carers Week** [Home](#) | [Carers Week](#)

**12-18 June Men's Health Week** [We need to share our stories](#) | [Men's Health Forum \(menshealthforum.org.uk\)](http://menshealthforum.org.uk)

**17-23 June Cervical Screening Awareness Week** [Cervical Screening Awareness Week](#) | [Jo's Cervical Cancer Trust \(jostrust.org.uk\)](http://jostrust.org.uk)

**19-25 June Learning Disability Week** [Learning Disability Week 2024](#) | [Mencap](#)

**01-07 July Alcohol Awareness Week** [Alcohol Awareness Week](#) | [Alcohol Change UK](#)

### Protected Learning Time (PLT)

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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. **2024** dates are:

**Thursday 13 June (close at 12:30pm)**

**Thursday 12 September (close at 12:30pm)**

**Thursday 10 October (close at 12:30pm)**

**Thursday 14 November (close at 12:30pm)**

### How are we doing?

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

[Bennfield Surgery](#)



## Changes to Diabetic Reviews

Here at the practice, we are constantly reviewing our processes to try and increase both efficiency and increase convenience for patients and clinicians alike.

With this in mind, we are changing the way in which we conduct our diabetic reviews. This is in part due to the fact that currently there is quite a high rate of non-attendance at diabetic reviews, which wastes 30 minutes of nurse appointments. When people do have an appointment, sometimes they have not got all of the necessary tests they need.

The change in process is as follows:

- ◆ When your diabetic review is due, you will receive a text or a phone call informing you that your blood forms and the urine pot for the urine test are ready for collection at the surgery. We will also text or phone you to ask for some information including an up-to-date blood pressure reading and your weight.
- ◆ Once the blood tests, the urine test and the weight and blood pressure information are all collected, we will then book a review with a clinician for you. I am afraid that we are not able to book reviews until the necessary tests and measurements are in.

I hope this change in practice improves both efficiency for the practice as well as convenience for our diabetic patients. If you do have any feedback on the process, please do let us know on the comments section of our website.

Kind regards

Dr C Williams



## NHS App for patients

The NHS App is designed to give you a simple and secure way to access a range of NHS Services.

You can download the NHS App on your smartphone or tablet via Google play or App Store. You can also access the same services in a web browser by logging in through the NHS site. You must be aged 13 or over to use the NHS App.

Some features of the App may not be available upon initial registration and you may need to request additional access via Patient Access. Please ask at Reception about this.



#NotPart  
oftheJob

## Useful contacts

Please click on contact title for more information.

<a href="#">Ambulance transport</a> 01926 310312	<a href="#">Hospital of St Cross, Rugby</a> Switchboard: 01788 572831	<a href="#">School Nursing team (COMPASS)</a> 0330 024 5204—option 1
<a href="#">Blood tests (7-10am &amp; 3-5pm)</a> 02476 153546	<a href="#">Improving Access to Psychological Therapy (IAPT)</a> 02476 671092	<a href="#">Sexual Health, Warwickshire</a> 0300 123 6644, option 2
<a href="#">Booking Centre (for referrals)</a> Phone: 0345 608 8888 Textphone: 0345 850 2250	<a href="#">Myton Hospice Support Hub, Rugby</a> 01788 550085	<a href="#">University Hospital Coventry</a> Switchboard: 02476 964000
<a href="#">Change Grow Live (CGL)</a> 01926 353513	<a href="#">P3 Charity</a> Freephone 0808 164 6220	<a href="#">Vasectomy Service</a> 01788 559445
<a href="#">CHAT Health (text Service)</a> Advice for parents of 0-5 year olds: 07520 615293 Advice for teens: 07507 331525 Parent line: 07520 619376	<a href="#">Physiotherapy</a> 01926 600818 option 5	<a href="#">Voluntary Rugby Transport (small charge)</a> 01788 561293
<a href="#">Cruse Bereavement Support</a> 0808 808 1677	<a href="#">REFUGE Domestic Violence Service</a> 0808 2000 247	<a href="#">Warwick Hospital</a> Switchboard: 01926 495321
<a href="#">George Eliot Hospital, Nuneaton</a> Switchboard: 02476 351351	<a href="#">Rugby Crisis and Home Treatment Team</a> 0330 066 9645	<a href="#">Warwickshire Carer Wellbeing Service</a> 02476 632972
<a href="#">Health Visiting</a> 01788 555147	<a href="#">Rugby ROSA</a> 01788 551151	<a href="#">Warwickshire Young Carers</a> 01926 963940

## Self referrals

Did you know you can self-refer to a number of services without needing to see a GP first.

- **Podiatrist**—please contact reception to book your Podiatry appointment
- **Physiotherapist**—Please contact reception to book your Physio appointment
- **IAPT**—Please contact 02476 671092
- **Stop Smoking**—visit: [Stop Smoking Service - Fitter Futures Warwickshire \(everyonehealth.co.uk\)](http://www.everyonehealth.co.uk)

### Bennfield Surgery

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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)