

BENNFIELD SURGERY
Patient Reference Group Report 2019-2020

Contents

- 1 Profile of Practice
- 2 Patient Reference Group
- 3 Summary of 2019-2020
- 4 The future

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, Stretton on Dunsmore Surgery and Brownsover Surgery.

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, 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.

A new Chairman and secretary were recruited in June 2019.

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 2019 and the next meeting was scheduled for April 2020 but this will be delayed due to the COVID 19 pandemic.

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

Since the last report was compiled two meetings have been held on 6th June 2019 and 7th November 2019. The group had two significant requests/decisions which they wanted to include in the report:

1: The PRG asked for a poster to be displayed on the Health Pod informing patients that it is now available to use and what it can be used for.

2: The PRG asked for a meeting early 2020 for the members to get together to discuss the way forward to recruit new members and to discuss topics that they would like to bring to the next meeting, this meeting was scheduled to take place on March 19th 2020 but had to be cancelled due to the COVID 19 pandemic.

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 2019-20 In 2014 we became an accredited training practice with Dr Doherty and Dr Barnes continue 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 Collins was with us for six months but left the Practice in February 2020 on completion of his training.

Dr French has been training with the surgery since August 2019 and Dr White since January 2020.

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 participates 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 Office Manager supports him with the administrative work involved. Further details are available on our website.

At the beginning of October Dr Cumming became a salaried GP working 3 sessions per week. Dr Busby became a partner and Dr Williams joined the surgery and is now a partner. The CQC inspected the surgery via telephone 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.

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

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. We also offer the Extended Hours Service.

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 meeting once the COVID 19 pandemic is resolved with new recruits to explain how the group works. Please contact Jane Gardner if you are interested in joining the group as a member.

Kayley Delaney and Jane Gardner 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.