

## **BENNFIELD SURGERY**

### **Patient Participation Group Report 2023**

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 are also able to offer the Extended Hours Service evenings and weekends. Doctor and Nurses appointments are available at different locations in Rugby and Coventry. The Integrated Care Board (ICB) 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.

The Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service provided by the Practice.

Since our last report the PPG has held 4 meetings:

- Thursday 16 March 2023
- Thursday 6 July 2023
- Tuesday 24 October 2023
- Tuesday 27 February 2024

The minutes of the PPG meetings are on the practice web site and have full details of what has been discussed. Some of the matters raised have included:

- Updates on staffing and developments at the practice.
- The provision of services by the practice
- The need for a practice newsletter to keep patient informed – this now goes out 2 or 3 times a year.
- Continuing to provide an additional member of staff to answer the phones to relieve waiting times.
- Requesting the opening telephone message be shortened and updated. Also, to add information to it about how to order prescriptions as this cannot be done over the phone.
- The Chairman (Martin Saxby) and Kayley Delaney (Practice Manager) have contacted other Surgeries in the area to try to get their PPG group details to enable the contact between the groups.

The PPG meets at least 3 times a year to discuss issues relating to the practice and the next meeting is scheduled for July 2024. Kayley Delaney and Jane Gardner continue to support the Group.

Several new members have joined the Group in the last year and it has a renewed sense of purpose. We are always looking for new members and if you are interested please contact Jane Gardner (Officer Manager). She can also arrange for you to have a conversation about the Group with the Chairman, Martin Saxby.