

BENNFIELD SURGERY
Patient Reference Group Report 2022

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 has been open Monday to Friday between the hours of 8.30 am and 6 pm. We have also been 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 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.

Due to the COVID 19 (Coronavirus) pandemic, the planned PRG meeting for May 2022 was delayed until June. There was also a meeting in November.

During the meetings the group had the following requests:

- 1: That the PRG term of reference be displayed on the Surgery website, this is now available on our website.
- 2: A discussion was raised about the phone lines at 8.30am. The group asked if an additional member of staff could answer the phones to relieve waiting times. It was explained that costs were a major factor but we are trialling an extra person answering calls where possible and this will be monitored. A member of the group was also invited to the Surgery on a Monday morning to observe the early morning calls.
- 3: A question was raised regarding the inhouse pharmacist conducting the medication reviews. It was explained that over 50 GP appointments are being saved each week allowing Drs to deal with more telephone and face to face appointments.
- 4: During the November meeting, Fiona Phillips stepped down as chairman and Martin Saxby was voted in as our new chairman.
- 5: The chairman asked to be registered with NAPP (National Association of Patient Participation) this has now been done.

6: The group would like to compile a newsletter to keep patients informed of any changes and ideas.

7: The possibility of online appointments and using Accurx to access appointments was discussed. The Practice Manager will discuss all options with the Partners as to when and how this can happen.

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 in March 2023.

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.