



Newsletter

Welcome to our Spring 2025 Newsletter and to any new patients who have joined the practice since our last newsletter.

We hope that you are adjusting to the new way of booking appointments and contacting the practice, We've found the new system to have been a popular change, however we know that some people are having trouble adjusting to the system so we've included answers to some frequently asked questions the next pages that may help.

One of the main reasons to change to this new system was to reduce the need for you to queue on the phone, and to stop telling people "call back tomorrow". You might have noticed that the phone lines are already less busy, but just to remind you that the easiest way to get in touch with us is by contacting us online on our website www.bennfieldsurgery.co.uk

We are continually looking to improve our services, so if you have any feedback on the newsletter, or for the surgery in general, please visit bennfieldsurgery.co.uk/contact-the-practice

New Look Website

Our website has been updated and has a new, more accessible format. We hope that you find this new version more user-friendly, making it easier than ever to find the information you need. You can easily contact us online and book GP appointments at www.bennfieldsurgery.co.uk

Spring 2025 COVID-19 vaccination programme

We'll get in touch with eligible patients as stock of the vaccine becomes available at the practice. If you think you've been left out, please contact us online. You can also contact 119 if you don't want to wait.

NHS App

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.

REMINDER—You don't need to use the app to contact us online!



Secure access 24 hours a day
Access a range of NHS services
anytime, anywhere

Contacting us online—Frequently Asked Questions

I didn't know about this! What's going on?

The way to book an appointment with the doctors has changed; if you need to speak to us about a medical issue, please visit our website and fill out an online request which will go directly to the duty doctor and one of the admin team will contact you to book an appointment once the doctor has reviewed the request. Medical requests will be actioned on the same day, but you may be booked an appointment at a future date. You can raise admin requests in the same way (For sick notes, prescription requests, etc). This change means you don't need to call at 8:30 and sit in a queue to obtain an appointment, or be told to call back another day.

Why do I need to fill the form out?

The form is designed in a way so that the doctor has enough information to triage your online request and so that you can be directed to the most appropriate clinician.

I don't have a smartphone/internet/etc - or I don't want to do this.

For anyone who isn't able to do this online for any reason, please contact us in the same way as you're used to. One of the reception team will fill out the form with you on the phone. You could also ask a family member to do it on your behalf.

Why do I need to do this with you over the phone? Why can't you just book me an appointment?

All appointment requests are reviewed by the duty doctor so an appropriate appointment can be allocated. If you are not comfortable telling the receptionist this information, you can raise an online request yourself using our website,

I can't/don't want to do this - and I don't want to tell the receptionist about my medical condition.

That's okay —the receptionist will put the request through as 'private'

Why is this system better than the old one?

The new system gives more choice for people who want appointments for conditions that don't necessarily need to be seen 'on-the-day' and allows the duty doctor to give appointments to patients with urgent needs who **must** be seen 'on-the-day'. The new system also means you don't need to stay on the phone or be told to call back another day. It's also a better way for people who work 9-5 or who do the school run to contact us.

What is Medical and What is Admin?

You'll see there are different options on the form - if you need an appointment for a new or ongoing problem, please click health problem. You can select admin request for anything else, for example a sick note renewal, an inquiry about an existing appointment, an update on a referral, or any other questions that don't need an appointment.

I don't know how to do this!

Please visit bennfieldsurgery.co.uk and press the large banner or one of the buttons on the main page (Appointments/sick notes/prescriptions etc) and you'll see the online request form, please fill out all sections with as much detail as you can to help the doctor. If you still need help, please let us know. We also have a tablet in reception if you'd like to visit us and we'll show you how to do it.

I can't access through my App...

No app is needed—you can simply open up a web page on your device and head to our website, bennfieldsurgery.co.uk and click 'contact us online'. You can do this on your phone, tablet or computer, using any browser. It is not accessed via the NHS app.

What if I disagree with the doctor's decision? I would like an appointment today.

The duty doctor may have reviewed your online request and recommended that you're allocated an appointment at a future date. If your condition should worsen in the meantime, please call reception or raise another online request.

What if I can't wait and would like an appointment that day?

Please tell the receptionists who will let the duty doctor know. A member of the team will be in touch and we will attempt to accommodate your request.

What if I need a home visit?

Please phone the surgery directly as soon as possible in the morning.

The online form says it's closed.

If it's closed you can call reception for anything urgent, otherwise the online form will reopen weekdays at 8:30.

Can I fill the form out for someone else?

You can, but we will **always** make contact with the patient themselves. Even if you put your mobile number on the form, we will always contact the patient first, unless third party consent etc has clearly already been recorded.



This includes children aged 16 and over.

**Please make sure you see this page
before navigating away from the website**


Request submitted!


What happens next?

The practice will aim to review your request today

For urgent help, contact your GP. If they are closed, visit [NHS 111 online](#)  or call 111. In an emergency [call 999](#) 


How was your experience with this request form?

Accurx created this form and regularly seeks feedback to improve it. Click here to share your thoughts with them. 

 Make a note of the reference number below and share with your healthcare provider if there are any technical issues with your request.

77092bd5-a680-41ef-9215-8570fe85e95f

Copy

[Learn more about this reference number.](#) 

Proxy Access

What is proxy access?

A GP surgery can give someone proxy access so they can help another person manage their GP health and care.

A proxy may be able to act for the person they support, by:

- ordering repeat prescriptions
- booking appointments
- contacting the surgery or speaking to surgery staff
- viewing test results or vaccinations
- accessing all or part of the GP health record, to help with health-related tasks and managing health issues

Reasons for proxy access

- Reasons for wanting or needing help could include:
- having a physical or mental health condition
- technical barriers, for example not having a computer or a smartphone
- language barriers, for example if it's not easy to access services in English
- practical reasons, for example working shifts or unsocial hours
- age, for example a child may need a parent to manage their GP services

If you're aged 16 or over, you can ask for someone to be your proxy for any reason. It does not stop you having access to your GP services yourself. If you help someone else with prescriptions, booking appointments or managing their health and care, getting proxy access could make it easier and more convenient.

To nominate someone as your proxy, please fill out a form at reception, bringing some ID or proof of address.

How are we doing?

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

[Benfield Surgery](#)

Protected Learning Time (PLT)

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)

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 \(menshealthforum.org.uk\)](#)

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

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

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

Useful contacts

Please click on contact title for more information.

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

Bennfield Surgery

Hilton House
Corporation Street
Rugby
CV21 2DN

Phone: 01788 540860

E-mail: cwicb.bennfieldreception@nhs.net

Website: www.bennfieldsurgery.co.uk

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