

# Bennfield Surgery

## Spring Newsletter

Spring 2026

### Practice News

Welcome to our Spring 2026 Newsletter and welcome to any new patients who have joined the practice since our last newsletter. In this newsletter you will find the usual helpful information, as well as an updated guide on how best to access your GP Practice.

Now that it's starting to get warmer and the evenings are a little brighter, why not thinking about 'Springing' into action – have you ever considered getting more active? Check out [www.nhs.uk/better-health/](http://www.nhs.uk/better-health/) for ideas on where to start.

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](http://bennfieldsurgery.co.uk/contact-the-practice)

### Important Dates 2026

3 April	Good Friday—Closed
16 April	Afternoon Closed for Training
6 April	Easter Monday—Closed
4 May	Early May Bank Holiday—Closed
7 May	Afternoon Closed for Training
25 May	Spring Bank Holiday—Closed
4 June	Afternoon Closed for Training
31 Aug	Summer Bank Holiday—Closed
10 Sep	Afternoon Closed for Training
1 Oct	Afternoon Closed for Training
26 Nov	Afternoon Closed for Training
25 Dec	Christmas Day—Closed
28 Dec	Boxing Day— Closed

Any changes or additions will be published on our website as soon as possible.

### Spring 2026 COVID-19 Boosters

We will shortly be contacting eligible patients for their Spring 2026 boosters.

Eligible patients :

- Adults aged 75 years and over
- Residents in care homes for older adults
- Individuals aged 6 months or over who are immunosuppressed

### DNA Appointments (Did Not Attend)

We've noticed an increasing number of patients not showing up for their booked appointments. Please can we remind you that wasted appointments cost the NHS a considerable amount of money and might prevent another patient getting the help they need. Please make sure you let us know if you can't attend a booked appointment.

## Do you have a repeat prescription? NHS launches new medicines waste campaign

The NHS in Coventry and Warwickshire is asking people to check what medication they have at home and to 'only order what they need' when they place their next repeat prescription order.

It's estimated that 1.6 million prescription items are wasted unnecessarily in Coventry and Warwickshire each year. This costs the NHS over £13m a year, money that could be spent on other vital local services.

Stockpiling medicines at home can also cause other issues, including risking medicines expiring, posing a risk to children and pets, and by increasing the impact on the environment.

To find out more, visit: [www.happyhealthylives.uk/yourmeds](http://www.happyhealthylives.uk/yourmeds)

#OnlyOrderWhatYouNeed

### Treatment from a Pharmacist

#### (Pharmacy First)

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment

[www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/](http://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/)

### Team Updates

Unfortunately, as some patients may already be aware, Dr Barnes is on long term absence due to ill health. Dr Barnes' return date is not known at this stage, but we are wishing her a speedy recovery.

We are very shortly saying farewell to one of our practice nurses, Nicola, who is retiring after 14 years with the practice. Please join us in wishing her well for the future. We are currently recruiting for her replacement.

We are also saying goodbye to our Practice Manager, who is changing careers to spend more time with her new child. Our current Operations Manager will be taking over as Practice Manager.



## RSV Vaccinations

As of April 2026, the NHS is expanding the RSV vaccination to those aged 80 years and over, with no upper age limit. We'll contact eligible patients soon.

## National Non-Smoking Day

Today – March 11<sup>th</sup> is national non-smoking day!

Please see further in the newsletter for free support with stopping smoking

## MMRV Vaccinations

The new MMRV vaccine helps protect children against measles, mumps, rubella and chickenpox (Varicella). It's usually given to children with they are 12 months and 18 months old. Some older children are also offered it.

### Who should have the MMRV vaccine

The MMRV vaccine is recommended for young children as part of the [NHS vaccination schedule](#).

The number of doses children are given depends on when they were born. Some older children will have already had 1 or 2 doses of the MMR vaccine which also protects against measles, mumps and rubella, but not chickenpox.

### When the MMRV vaccine is given

Who should have it	When it's given
Children born on or after 1 January 2025	1 dose given at 12 months and 1 dose given at 18 months
Children born between 1 July 2024 and 31 December 2024	1 dose given at 18 months and 1 dose given at 3 years 4 months
Children born between 1 September 2022 and 30 June 2024	1 dose given at 3 years 4 months
Children born between 1 January 2020 and 31 August 2022 who have not had chickenpox or the chickenpox vaccine	1 dose given sometime between 1 November 2026 and 31 March 2028 – your GP will contact you about this nearer the time

Speak to us if:

- your child is due their MMRV vaccine but you've not been contacted to get it
- Your child has missed their MMRV vaccine
- your child has a high temperature and is due to have the vaccine – they may need to wait until they're feeling better before having the vaccine
- you need to change a vaccination appointment

# Need Help Getting Online?

---

## You Don't Need to Be Tech-Savvy

**We're here to help.** Many of our patients find computers and smartphones confusing – that's completely normal. Whether you've never been online, **you can still access our services**, and there's plenty of free support available locally if you'd like to learn.

**You can always phone or visit us in person.** Online services are just one option, not a requirement.

---

## Why Are We Talking About This?

More GP services are moving online because it can save time and make life easier – **but only if you're comfortable with technology**. This leaflet explains:

- What online services can do (if you're interested)
  - Where to get free help in Rugby if you want to try
  - That we'll always support you however you prefer to contact us
- 

## What Can You Do Online?

### The Simplest Way: Our Practice Website

**This is the easiest place to start.** You don't need to download anything or create an account.

Go to [www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk) and fill in an online form to tell us about a medical problem or request. The form is available **Monday to Friday, 8:00 AM to 6:30 PM** (when the surgery is open).

- You type in your details and describe your symptoms or concern
- The form is sent directly to the duty doctor
- A doctor will review it and decide the best next step – a phone call, appointment, prescription, or advice
- Our clerical or admin staff may then use the information to contact you and help arrange what the doctor has advised
- We'll contact you to let you know what happens next

**This is a good option if you're learning online skills** – it's straightforward and doesn't involve downloading your full health record.

**Outside these hours** (evenings, weekends, bank holidays), the online form is switched off. If you need help outside surgery hours, please call NHS 111 or, in an emergency, call 999.

# The NHS App: More Features, But More Complex

If you're comfortable with technology, the **NHS App** offers more features:

- Access the same surgery online forms as on our website
- **See your test results** – often available before we call you
- **Order repeat prescriptions** – sent to your chosen pharmacy
- **View your health record** – medications, hospital letters, appointment history
- **Check your NHS number** – useful for other NHS services

**The NHS App shows your personal health information**, so you need to register with photo ID and keep your phone/tablet secure. Test results and prescriptions are available 24/7 through the NHS App, but our surgery's online forms still only work Monday–Friday, 8:00 AM–6:30 PM.

The NHS App is owned and run by the NHS. Your information is safe and protected.

---

## Which Should You Use?

- **Start with the website forms** if you're new to online services or learning with help from the library
- **Use the NHS App** if you're confident with technology and want to access your test results and prescriptions anytime

Both are free and secure. The medical information you submit in our online forms is sent directly to the duty doctor. Our admin and clerical staff may then view it when they contact you to arrange what the doctor has recommended.

---


## Free Local Help & Training

### Warwickshire Libraries – You Can Online

Rugby Library can help you get started with online services:

- **Borrow tablets for up to 6 weeks** with initial support to get you started
- **Use free desktop computers** at the library
- **Join IT help sessions** – group sessions on digital skills

**Rugby Library** – Little Elborow Street, Rugby, CV21 3BZ

 **0300 555 8171**

**The library is best placed to help with our practice website forms** (which are simple and do not show your full health record). If you want help with the NHS App and your personal health records, please ask at the surgery reception or use the national helplines below.

## Learn My Way

Free online courses on digital basics, including how to use GP and NHS online services. Go at your own pace.

**Website:** [www.learnmyway.com](http://www.learnmyway.com)

Topics include: using the NHS App, staying safe online, video calling, and much more.

# National Digital Helplines

## Digital Helpline: 0345 222 0333

Free one-to-one phone training from We Are Digital & Lloyds Bank

## AbilityNet: 0800 048 7642

Free IT support at home or by phone for older or disabled people

---

## Simple Steps to Get Started

### To Use Our Practice Website Forms (Easiest):

1. Go to [www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk) on any computer, tablet or phone
2. Click on the online form link (available Monday–Friday, 8:00 AM–6:30 PM)
3. Fill in your details and describe your problem or request
4. Submit the form – it is sent directly to the duty doctor, who will review it and decide what should happen next

*You don't need to register or download anything. This is the simplest way to contact us online.*

### To Register for the NHS App (If You Want Extra Features):

1. **Download** the NHS App from Google Play or the App Store
2. **Enter** your email address and create a password
3. **Prove who you are** – using photo ID (passport or driving licence) OR by answering questions about yourself
4. **Done!** You can now access test results, prescriptions, health records, and our surgery's online forms

*You only need to register once. You must be 13 or over.*

## How Online Requests Work

When you submit a medical query online (via website or NHS App):

1. You fill in a form describing your symptoms or concern (Monday–Friday, 8:00 AM–6:30 PM)
2. The form is sent directly to the duty doctor
3. The doctor decides the best next step: a phone call, appointment, prescription, advice, or reassurance
4. Our team then contacts you, using the information you provided, to let you know what will happen next

**Please be open and honest when describing your problem.** The more detail you give, the better the doctor can help you.

---



# Using Our Tablet at the Surgery

**We have a tablet available in the waiting room that anyone can use.** A tablet is like a small flat computer screen that you touch with your finger – no keyboard or mouse needed.

If you'd like to try using our online services but don't have a smartphone or computer at home, you can:

- Use the tablet when you visit the surgery
- Ask reception staff to show you how it works
- Fill in forms or check test results while you're here

**Don't worry if you've never used one before** – our reception team can help you get started.



## Tell Us If You Need Help

If you're finding it difficult to access our online services – or if you simply prefer not to use them – please **let our reception team know**. We can:

- Show you how to use the tablet in our waiting room
- Arrange alternative ways for you to contact us
- Signpost you to free local digital support (if you'd like to learn)
- Make a note on your record so we can offer you the right support

**You won't be pressured to go online.** We want to make sure everyone can access healthcare in the way that works best for them.

## Summary of Support Available

Service	Contact	What They Offer
Rugby Library	0300 555 8171	Tablet loans, computers, IT sessions
Digital Helpline	0345 222 0333	Free phone training
AbilityNet	0800 048 7642	Support for older/disabled people
Learn My Way	www.learnmyway.com	Free online courses
Bennfield Surgery	01788 540860	Help accessing our services

Table 1: Quick reference guide to digital inclusion support

**Bennfield Surgery** | Part of Rugby Primary Care Network

This leaflet was created February 2026

Sources: NHS England, Good Things Foundation, Warwickshire County Council

# Get to the help you need



111.nhs.uk

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you. Call, go online or use the NHS App.

Repeat prescriptions?



# Only order what you need



**10% of medicines** prescribed nationally are not needed



In Coventry and Warwickshire we spend **£11 million** a month on repeat medications



Speak to your **pharmacy team** about only ordering what you need.

Find out more about our medicines waste campaign at:

[happyhealthylives.uk/yourmeds](http://happyhealthylives.uk/yourmeds)

## 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: <https://fitterfutures.everyonehealth.co.uk/stop-smoking-service/>



# BEAT THE CRAVINGS COUNT THE SAVINGS

Join our National No Smoking Day  
**BIG QUITATHON...** It's **FREE** and  
you're three times as likely to  
Quit With Us!\*

We offer the tools and support to  
help you quit for good. **It's time to  
save your health and your wealth.**

## QUITATHON

Wed 11th March 2026

National No Smoking Day

Quit for Good with us!










Tel: **0333 005 0092** Text: **QUIT** to **60777**  
Visit: [fitterfutures.everyonehealth.co.uk](https://fitterfutures.everyonehealth.co.uk)

everyonehealth  
because everyone matters

\*Source: National Centre for Smoking Cessation and Training (NCST) June 2025. Our services are free, however eligibility criteria and medical suitability apply. Please contact us for details to see how we can help you.

Fitter  
Futures  
Warwickshire

## Upcoming National Health Campaigns

<p><b>16<sup>th</sup> – 22<sup>nd</sup> March 2026 – Nutrition and Hydration Week</b></p> <p>A shared objective to highlight, promote and celebrate improvements in the provision of nutrition and hydration locally, nationally and globally.</p> <p><a href="https://nutritionandhydrationweek.co.uk/">https://nutritionandhydrationweek.co.uk/</a></p>	
<p><b>21st March 2026 – World Down Syndrome Day</b></p> <p>Advocating for the rights of people with Down syndrome</p> <p><a href="https://www.worlddownsyndromeday.org/">https://www.worlddownsyndromeday.org/</a></p>	
<p><b>26<sup>th</sup> March 2026 – Purple Day</b></p> <p>Come together to raise money and awareness of epilepsy</p> <p><a href="https://www.epilepsy.org.uk/involved/fundraising/purple-day">https://www.epilepsy.org.uk/involved/fundraising/purple-day</a></p>	
<p><b>30<sup>th</sup> March – 3<sup>rd</sup> April – World Autism Acceptance Week</b></p> <p>An opportunity to get involved in helping to create a society that supports autistic people.</p> <p><a href="https://www.autism.org.uk/">https://www.autism.org.uk/</a></p>	
<p><b>April – Stress Awareness Month</b></p> <p>Increasing public awareness about both the causes and cures for our modern stress epidemic.</p> <p><a href="https://www.stress.org.uk/">https://www.stress.org.uk/</a></p>	
<p><b>May – National Walking Month</b></p> <p>Encourages people to walk more throughout May.</p> <p><a href="https://www.livingstreets.org.uk/get-involved/national-walking-month/">https://www.livingstreets.org.uk/get-involved/national-walking-month/</a></p>	
<p><b>6<sup>th</sup>-12<sup>th</sup> May – Deaf Awareness Week</b></p> <p>The aim of Deaf Awareness Week is to raise awareness of hearing loss in the UK and its impact on people's lives.</p> <p><a href="https://bda.org.uk/">https://bda.org.uk/</a></p>	
<p><b>11<sup>th</sup>-17<sup>th</sup> May – Mental Health Awareness Week</b></p> <p>Bringing the UK together every May to focus on having better mental health.</p> <p><a href="https://www.mentalhealth.org.uk/">https://www.mentalhealth.org.uk/</a></p>	



## Contact List

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

Bennfield Surgery

[www.bennfieldsurgery.co.uk](http://www.bennfieldsurgery.co.uk)

Hilton House  
Corporation Street  
Rugby  
CV21 2DN



01788 540860



cwicb.bennfieldreception@nhs.net

## Online Services

Avoid the phone queue!

You can use our website to submit a consultation request, order medications, request test results, sick notes and more!