Bennfield Surgery

GP Newsletter
Autumn/Winter 2026

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Message from the partners

Welcome to this edition of our practice newsletter

As a practice we remain committed to providing high quality, compassionate care to our patients and improving the health and wellbeing of our local community. We continue to work hard to ensure that patients receive the right care, from the right person, at the right time. We are continually reviewing how our services operate, looking for ways to enhance the patient experience and make the best use of the resources available to us. Your feedback is important to us, and we encourage you to share your experience so that we can continue to improve.

We would also like to take this opportunity to thank our dedicated practice team for their ongoing hard work and commitment, as well as our patients for their understanding and support.

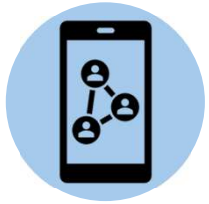
Thank you for being part of our practice community. We hope you find this newsletter helpful and informative.

Important Dates

Thursday 26th November (PM)	Closed for Training
Friday 25th December	Bank Holiday (CLOSED)
Monday 28th December	Bank Holiday (CLOSED)
Friday 1st January	Bank Holiday (CLOSED)
Thursday 14th January (PM)	Closed for Training
Wednesday 24th February (PM)	Closed for Training
Wednesday 10th March (PM)	Closed for Training

Practice updates

GP Joining Team
We are delighted to announce that Dr Lydia Scullion has completed her GP Training and will be joining us at the practice as a salaried GP for a further 6 months.



Online consultations
This continue to prove successful and call volumes and waiting times are both down!

GP Resident Doctors
We welcome our newest Resident Doctors, Dr Elbayouk, Dr Adebayo, and Dr Russell to the practice. More information on resident doctors can be found later in the newsletter.

Phone Improvements
We've updated our telephone settings so you'll be offered a call-back sooner – if you've been waiting for more than a minute, or if you're 4th in the queue, our call-back service will trigger. The system will attempt to call you back twice.

New Website Feature
See how many people are in the phone queue before you call – you'll find this icon on the website homepage below the main buttons – it updates in real time so you can decide the best time for you to call!

Influenza Vaccinations

Clinics are in full swing, and eligible patients have already been invited, if you think you've been missed out, please fill out an online form on our website and we'll be in touch.

We encourage eligible patients to take up the offer of a free flu vaccination to keep you and your loved ones healthy this winter

Services and Support

There are many services on offer at the surgery and beyond that you might not be aware of. If you'd like to speak to us about any of these services, please get in touch via the online contact form.

Smoking Cessation
We can offer you support with stopping smoking.

Family Planning
The practice offers minor surgical procedures for contraception.

Physiotherapy
We've increased the number of First Contact Physio appointments available at the practice.

NHS Health Checks
For patients aged 40-74 who don't have certain long-term conditions. (For more info search 'NHS health check')

Evening and Weekend Appointments
You may be offered an appointment at an alternative location in one of the Enhanced Access clinics. These appointments work well for patients who cannot easily make appointments during our usual opening hours.

Dietitian
The PCN dietitian can support with your nutrition and lifestyle needs. They will see people for a range of reasons, including (but not limited to) diabetes, weight management, heart health and management of digestive disorders

Pharmacy First
You can self-refer to a pharmacy for simple conditions without needing to see a GP. They will see you with Shingles (age 18+), Impetigo and Infected Insect Bites (1y+) Sinusitis (12+), Sore Throats (5+), Otitis Media (ear infection) (age 1-17) and uncomplicated UTIs (women aged 16-64)

Community Infant Feeding Team
One-to-one feeding support postnatally from birth to 8 weeks, by telephone, video call and text messaging. Weekly face to face sessions in Rugby for one-to-one infant feeding support. 0300 2470 0072
warkschildandfamily.co.uk/services/infant-feeding/

Your Feedback Matters

There are a few ways in which you can share your views on the practice. The most helpful way is to complete the NHS Friends and Family Test (FFT). This is a quick, anonymous feedback tool that lets patients, carers, and families share their views on care and treatment received across NHS services. You can access ours at **bennfieldsurgery.co.uk/friends-and-family-test/**

We are pleased to report that the National GP Survey results for 2026 were an improvement on last year. In answer to the question "Overall, how would you describe your experience of your GP practice?"

93% of responders answered either Fairly Good or Very Good, which is an increase from 66% in 2024 and 81% in 2025. We aim to improve upon this next year too!

However, there might be times when we may not have met your expectations, and we're always looking at ways to improve the practice. If you'd like to share your feedback, please visit the 'contact' section of our website.

Patient Participation Group

You might also consider joining our friendly PPG. 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.

The PPG is open to every patient on the practice list and all communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join.

If you would like to join the PPG, please visit our website and fill out an application form.

Helpful Information

Housebound Patients
We've had some queries relating to housebound patients. To clarify, Housebound patients are those who physically cannot leave their house for any reason, or those who would require specialised hospital transport to do so.

Carers
Let us know if you are providing care for someone else, as there may be ways we can support you at the practice, such as a free flu jab.

Resident Doctors

Bennfield Surgery is proud to have a long history as a training practice, helping educate the next generation of GPs.

GP Resident Doctors (formerly known as GP Registrars, or GP Trainees) are fully qualified medical doctors completing specialised training to become a General Practitioner (GP).

If you are seeing one of our GP Resident Doctors for your appointment, rest assured they are fully qualified doctors, supervised by our experienced GPs.

Prescriptions – Quick Guide

You can request your prescriptions online on our website, by email at cwicb.bennfieldprescriptions@nhs.net, using the NHS app, or over the phone. Please allow **2 working days** for us to process your prescription, plus time for your pharmacy to get it ready for you to collect.

HAVE YOU RUN OUT?

Let us know, we'll do our best to help – If we're closed call 111

Contact List

Ambulance Transport	01926 310312	Physiotherapy	0126 600818 Opt 2
Blood Tests (7-10am & 3-5pm)	02476 153546	REFUGE Domestic Violence Service	0808 2000 247
Booking Centre (for Referrals)	**Phone** 0345 608 8888 **Textphone** 0345 850 2250	Rugby Crisis and Home Treatment Team	0330 066 9645
Change Grow Live	01926 353513	Rugby ROSA	01788 551151
CHAT Health (Text Service) Advice for parents 0-5y Advice for teens: Parent Line:	 07520 615293 07507 331525 07520 619376	School Nursing Team (COMPASS)	0330 024 5204
Cruse Bereavement Support	0808 808 1677	Sexual health Warwickshire	0300 123 6644
George Elliot Hospital	02476 351351	University Hospital Coventry	02476 964000
Health Visiting	01788 555147	Vasectomy Service	01788 559445
St Cross Hospital	01788 572831	Volunatary Rugby Transport	01788 561293
Improving Access to Psychological Therapy (IAPT)	02476 671092	Warwick Hospital	01926 495321
Myton Hospice Support Hub Rugby	01788 550085	Warwickshire Carer Wellbeing Service	02476 963972
P3 Charity	0808 164 6620	Warwickshire Young Carers	01926 963940