

Autumn  
2022

# Winterton Medical Practice

## Quarterly Newsletter

### Latest Attendance Figures

**In September 2022 96.46% of patients attended their appointment with a GP**

Please advise the Practice if you are unable to keep your appointment:

As the 3.54% of patients who did not cancel their appointment meant 13.75 hours of Clinician consultation time was lost.

We are working hard to offer patients a variety of ways to advise us if you are unable to keep an appointment. Appointments can be cancelled or changed by calling Reception, visiting the front desk, via SMS, Klinik or via SystmOnline.

### The Friends & Family Test

The friends and family test (FFT) launched in GP practices in December 2014. The Practice looks forward to your feedback through the test to assist in shaping future care provision. Patients are asked to provide feedback at every interaction with the surgery. Under the national FFT, patients are asked a standard question: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

### September Results

At Winterton Surgery **93.3%** of patients were extremely likely or likely to recommend the Surgery. At Burton Surgery **95.3%** of patients were extremely likely or likely to recommend the surgery.



### New Members of Staff

**Geoff Chapman – Practice Nurse** with specialties in Diabetes, Asthma and COPD. Geoff joined the practice in September and works on Monday, Wednesday, Thursday and Friday.

**Kirendeeep Deol – Clinical Pharmacist.** Kirendeeep joined the practice in October and works on Monday, Wednesday and Friday.



## Push Doctor

We are now providing video consultations with the leading online GP provider, Push Doctor. This means there will be more availability to access NHS GPs via video appointment at a time and place that suits you.

The practice remains open as normal for telephone and face-to-face consultations if preferred.

To register for appointments with Push Doctor create your individual account today using the below link:

<https://www.pushdoctor.co.uk>

## iapt

### Improving Access to Psychological Therapies

IAPT provide talking therapies for adults Over 18 experiencing common mental health problems.

If you have experienced any of the following for more than two weeks, please contact us.

- Depression • Anxiety • Phobia • Panic
- Post-traumatic stress disorder (PTSD) • Obsessive compulsive disorder (OCD)

You can now self refer at: **[iapt.rdash.nhs.uk](https://iapt.rdash.nhs.uk)**  
Or call on: **03000 216165**

### Winterton Medical Practice is on Facebook!



The practice has a Facebook page to keep patients informed and updated on medical news. Please search for "Winterton Medical Practice" and "like" our page! We regularly update our page to ensure that our patients are updated with the latest news.

### Klinik

Get help from your GP with Klinik Access.



We have introduced a new facility for our patients to use to contact the surgery from your electronic device. Klinik can be used to contact our team for clinical or administrative queries and you will be directed to the department that you require to help with your query.

Klinik can be found by visiting our website or via the below link.

<https://access.klinik.co.uk/contact/winterton-medical-practice>

### Telephone Numbers

Winterton Reception – 01724 732202  
Burton Reception – 01724 720202  
Winterton Repeat Prescription – 01724 732205  
Burton Repeat Prescription Line – 01724 720100