

Opening Times

Winterton Medical Practice - Reception

Telephone - 01724 732202

Monday	8:00 AM - 13:00 PM	14:00 PM - 18:30 PM
Tuesday	8:00 AM - 13:00 PM	14:00 PM - 18:30 PM
Wednesday	8:00 AM - 13:00 PM	14:00 PM - 18:30 PM
Thursday	8:00 AM - 13:00 PM	14:00 PM - 18:30 PM
Friday	8:00 AM - 13:00 PM	14:00 PM - 18:30 PM
Saturday	Closed	Closed
Sunday	Closed	Closed

Winterton Reception is accessible between 1pm and 2pm for urgent issues.

Burton Surgery - Reception

Telephone - 01724 720202

Monday	9 AM - 13:00 PM	15:00 PM - 17:00 PM
Tuesday	9 AM - 13:00 PM	Closed
Wednesday	9 AM - 13:00 PM	15:00 PM - 17:00 PM
Thursday	9 AM - 13:00 PM	15:00 PM - 17:00 PM
Friday	9 AM - 13:00 PM	15:00 PM - 17:00 PM
Saturday	Closed	Closed
Sunday	Closed	Closed

Winterton Medical Practice - Dispensary

Telephone - 01724 732202 - Dial 2

Monday	9 AM - 13:00 PM	14:00 PM - 18:00 PM
Tuesday	9 AM - 13:00 PM	14:00 PM - 18:00 PM
Wednesday	9 AM - 13:00 PM	14:00 PM - 18:00 PM
Thursday	9 AM - 13:00 PM	14:00 PM - 18:00 PM
Friday	9 AM - 13:00 PM	14:00 PM - 18:00 PM
Saturday	Closed	Closed
Sunday	Closed	Closed

Burton Surgery - Dispensary

Telephone - 01724 720202 - Dial 2

Monday	9 AM - 13:00 PM	14:00 PM - 17:30 PM
Tuesday	9 AM - 13:00 PM	Closed
Wednesday	9 AM - 13:00 PM	14:00 PM - 17:30 PM
Thursday	9 AM - 13:00 PM	14:00 PM - 17:30 PM
Friday	9 AM - 13:00 PM	14:00 PM - 17:30 PM
Saturday	Closed	Closed
Sunday	Closed	Closed

**We are closed every second Wednesday Afternoon of each month for staff training, during this time please*

*Contact 111 for Urgent Issues and 999 for Medical Emergencies**

Winterton Medical Practice



Patient Information Leaflet 2026

Main Surgery

The Surgery, Manlake Avenue, Winterton Scunthorpe, DN15 9TA -
01724 732202

Branch Surgery

The Surgery, Norfolk Avenue, Burton-Upon-Stather, Scunthorpe, DN15 9EW -
01724 720202

About the Practice

Practice History

The Practice was set up in 1901 and served Winterton and the surrounding villages continuously since that time. Our high standards of patient care are our top priority and are always being analysed and updated.

Practice Area

We provide care for patients from a large rural area of approximately 40 square miles to the north of Scunthorpe. Our boundaries include the South Bank of the Humber to the North, Flixborough to the West, the Bridge at South Ferriby to the East and Appleby railway crossing to the South. To see if your postcode is within the catchment area, visit our website where you can input the postcode into the catchment area map.



Image above is a map of the Catchment Area.

Our Responsibilities

We are committed to giving you the best possible service by working in partnership with you. You will be always treated as an individual and with courtesy and respect.

Accessibility

Both sites have suitable access for patients with disabilities. Both sites have ramps to the site from the car park.

Confidentiality

We provide a confidential service to all our patients, including people under 16 years. This means that you can tell others about this visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We will always try to discuss this with you first. If you are being treated elsewhere - for example at a hospital - it is best if you allow the doctor or nurse to inform the Practice of any treatment you are receiving.

Change of Personal Details

You should inform the Practice of any change in address, telephone number, change of name, etc. So that we can update our records.

Website Address

<https://www.wintertonmedicalpractice.nhs.uk/>

GP's, Clinicians and Team

GP Partners

Dr Neveen Samuel (F)

MBBS LRCP DRCOG DFFP DCH MRCP
FRCGP - Fellowship of Royal College of General Practice

Dr Nermeen George (F)

MBBS LRCP DRCOG DFFP MRCP DGM

Dr Chinazom Ike (M)

MBChB MBA(Glasgow) MRCP

Dr Mutiat Salawu (F)

MBBS MRCP DRCOG DFSRH CIDC

Dr Oluseye Mayowa (M)

MBChB MRCP

Dr Rumman Afsar (M)

MBChB MRCP (2017)

Salaried GP

Dr Khant Aung (M)

MBBS MRCP

Dr Michael Tutuola (M)

MD, MRCP

Dr Obehighe Odukwé (F)

Management

Practice Manager

Gail Holland

Assistant Practice Manager

Emma Nicholaides

The Surgery is also made up of other Full-time and Part-time Staff Including:

2 Trainee Nursing Associate	2 Secretaries
1 Surgical Nurses	2 Administrators
3 Surgical Nursing Assistants	16 Receptionists
2 Health Care Assistants	6 Cleaners
1 Care Coordinator	10 Dispensers
1 Dispensary Supervisor	1 Mental Health Nurse
1 Reception Supervisor	
1 Clinical GP Assistant	

Nurse Practitioners

Leah Woods (F)

BSc Adult Nursing
Post Graduate Diploma Critical Care
MSc Advanced Practice
Non- Medical Prescribing

Pharmacists

Kirendeeep Bhullar MPharm,IP

Kiran Dhinsa MPharm & MRPharmS

Vanessa Lowe MPharm, IP

Kate Knapik

Social Prescriber

Lucy Button

Practice Nurses

Natalie Birch

Cervical Screening

Nicola Bull

BSc in Adult Nursing

Nurse Prescribing

Masters in Practice Nursing

Cervical Screening

Geoff Chapman

Diabetes, Asthma, COPD

Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaints procedure. The practice Complaints Manager is Emma Nicholaides (Assistant Practice Manager)

If you prefer you can make your complaint instead to the Commissioner of the service - NHS Humber and North Yorkshire Integrated Care Board. They will provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide. They can be contacted by telephone on 01904 555999, or via email - hnyicb.experience@nhs.net, or in writing to 'The Experience Team, Humber, and North Yorkshire ICB, Health Place, Wrawby Road, Brigg, DN20 8GS You can collect the complaint form at Reception at both Winterton and Burton Surgery.

Medication Arrangements

How to order your repeat prescription

Please order your prescription from the surgery by:

- Using your computer printout attached to your last issue of medication, ticking which medication you wish to order and handing it in to the designated boxes within the surgeries.
- Requesting your prescriptions online. You can now view and request your repeat prescriptions by logging onto SystmOnline. Manage your prescriptions quickly and easily wherever you are, 24 hours a day.
- Call our Repeat Line and leave a detailed message of which items you wish to order. You can call **01724 732205** for collection at Winterton, or **01724 720100** for collection at Burton.

If you live further than a mile from a Pharmacy, you can use the **Dispensary** within both surgeries. Dispensing patients have the option to order their prescription via Managed repeats - Each time you collect your items you can order what items you will require next month and leave the order form with us - **no need to visit or telephone us. We will give you a date to come back which is convenient for you.**

Dispensary require a minimum of **48 working hours'** notice when ordering your repeat prescriptions or longer if possible. Weekends and Bank Holidays are not counted as working days.

The Dispensary has a facility to put medication into Dosette boxes; they also have a delivery service for housebound patients who are unable to collect their prescription. To enquire about these services please speak to the dispensary.

If you live in Winterton your prescription will be dispensed by a **pharmacy**. You can choose which pharmacy you wish to collect your medication from as we have (EPS) Electronic Prescribing Service; just ask the Pharmacy of your choice to nominate you or inform our reception team which pharmacy you choose.

Or we can arrange for your medication to be dispensed by Co-Op Pharmacy (next to the surgery). The time to allow for a prescription to be ready is at Co-Ops discretion.

Home Visits

We offer home visits for housebound patients only. These can be requested by contacting Reception. Visiting patients at home is very time consuming - we can see three or four patients in the surgery in the time it takes to see one person at home. It is often difficult to examine you properly at home and difficult to carry out tests that may be needed. If you lack transport, please ask friends or family to help. We do have evening appointments available when many people have finished work and may be able to bring you. Visits to patients' homes will be made at the doctor's discretion. Genuine emergencies will always be accepted.

Social Prescriber

Our Social Prescriber Sarah has direct contact with patients and aims to address the social needs of the patients. They also aim to support individuals to take greater control of their own health. For an appointment with Sarah, please contact Reception who will refer you to Sarah who will get in contact with you to arrange an appointment

How to Register as a Patient

- You can register online by visiting <https://gp-registration.nhs.uk/B81007/gpregistration/landing>
- Or you can visit our website which has a direct link to the registration form. Our website can be found when searching for 'Winterton Medical Practice' or <https://www.wintertonmedicalpractice.nhs.uk>
- Or you can Visit Reception at either of our sites. The receptionist will give you a registration form and a health questionnaire to complete.

Once you have registered, if you are on any medication or have any current health concerns, you will be contacted and given an appointment with a GP. Please bring details of any medication you are currently taking with you.

Named/Accountable GP

All registered patients have a named GP who has overall responsibility for the care and support that our surgery provides to you. This does not, however, prevent you from seeing any GP in practice and you can continue to book and see any GP of your choosing. Every patient has a basic right to express a preference to be treated by a GP of their choosing within the practice. Patients expressing such a preference should understand that asking to see a named GP could well involve a longer wait. This is especially so given holidays, sickness, training courses and other factors.

Consultations

The GPs at the surgery consult during the week between 9.00 am and 6.00 pm by appointment. Urgent cases can be seen at the surgery. When your doctor is not available, continuation of care is provided by the other doctors and (from time to time) by locums.

We also have appointments with our Nurse Practitioners Monday, Tuesday, Thursday and Friday.

Translators

If you require a translator or a basic sign language interpreter during your consultation, please inform the receptionist when booking who will arrange this for you.

Cancellations

If you cannot keep your appointment, please notify the surgery as soon as possible so we can offer the appointment to someone else.

Self-Certify

You don't need a sick note if you are off work for less than seven days. You can self-certify - contact your personnel office at work for details.

Medical Students

Winterton Medical Practice works closely with Hull & York Medical School for the training of medical students. The Practice mentor's 3rd, 4th and 5th year students. Patients may be asked if students can sit in on GP appointments as part of their learning. We also occasionally have trainee nurses which we support.

GP Registrars

Our Practice supports GP Registrars. These clinicians have a debrief with a GP after each session. GP registrars will often ask to record your consultation for their training purposes. The Practice very much appreciates the support of patients in these cases.

Friends and Family Test

When you receive care or treatment within the NHS, you can fill out a short questionnaire to give us feedback that will help to improve local services for everyone. It gives you a chance to tell us what you think about your experience... good or bad. You can explain your answer and tell us how we can improve things. We will look at all feedback and use it to make decisions that will make local services better for local people. It is open to all patients; you won't have to give your name or contact details. Your feedback is very important to us.

Services and Appointments

Nurse Appointments

Patients can book an appointment for the practice nurse in advance. An appointment may be booked with the nurse for suture removal, dressings, immunizations, cervical smears etc., during surgery hours Mon to Fri.

Asthma Reviews - with all our practice nurses (Geoff Chapman, Nicola Bull & Natalie Birch)

Cervical Screening - With Nicola Bull and Natalie Birch

Nurse Practitioners

Nurse Practitioners can deal with a range of minor ailments such as coughs, colds, earaches, skin problems, sore throats, chest infections, urine infections, diarrhea and sickness, vaginal discharge/irritation, eye infections, insect bites/stings and hay fever. They can also deal with gout, contraception, children and babies, feeling tired all the time, depression/low mood, headaches, dizziness/light, headedness, abdominal pain/back pain, nail problems, women's health/HRT/menopause, breast pain/breast lumps, indigestion/dyspepsia, and other minor illnesses. All care is supported and discussed with a GP.

Blood Test Appointments (Phlebotomy)

We aim to provide blood test appointments at both surgeries for our patients whenever we can. However, this service is also provided for all surgeries at the pathology laboratory at Scunthorpe General Hospital.

You can also have a blood test at the new Community Diagnostic Centre (CDC) at the Ironstone Centre, West Street, Scunthorpe. These appointments can be booked using this QR code ----->

Or you can call the Phlebotomy team at the CDC directly on 03033 306670.

***Please request a blood form from the practice when booking an appointment at the CDC - you will need to take this with you to your appointment.**



Please note that there may be occasions when we are unable to provide a phlebotomy service. Our district nursing team can go out to patients' homes to take blood tests for those who are genuinely housebound.

Travel Services

The Practice provides services for patients travelling abroad. Please contact reception well in advance of your travel date (at least 4 to 6 weeks). Details will be needed of dates of travel, all cities and countries to be visited, and any allergies.

Medication Reviews

Medication Reviews are undertaken by clinical pharmacists within the surgery. If you are taking any tablets or inhalers or receive any injections regularly, you will need to come and see us so that we can ensure your medication suits you and conduct any monitoring required. It will depend on the type of medication you take as to how often you will need to be reviewed. The practice will be in contact with you when you are due for a medication review.

First Contact Physiotherapy

Patients can self-refer to the FCP that work within the practice. Reception can book you into an appointment with the Physiotherapists. The First Contact Physiotherapists consult with patients who have musculoskeletal concerns, they assess patients with a range of issues and can refer onwards for ongoing care.

Mental Health Nurse

Patients can book an appointment directly with the Mental Health Nurse. The Mental Health Nurse can see any patients who are over 18 years old, has any mental health need or for an initial memory assessment or Dementia Support. The Mental Health Nurse works alongside GPs and can refer for onward counselling/therapy.

Diabetic Reviews

Patients with Diabetes will be invited in for Diabetic Reviews with Geoff Chapman.

Surgical Unit

Within our practice we have a Surgical Unit where patients can be referred to us from surgeries in North Lincolnshire for a range of treatments including, Hernia Repair, Ligation of Hemorrhoid, Carpal Tunnel Syndrome Release, Dupuytren's Contracture Release, Ganglion Removal, Vasectomy, Circumcision, Removal of Cysts/Skin Tags/Moles etc. Referrals to the Surgical Unit need to come from a Clinician. If a procedure is needed, make an appointment with a clinician to discuss.

Research

The Practice believes that clinical research is important for the future of health services and as such is actively involved in the National Health Research Strategy.

Local Primary Care Service

The local Clinical Commissioning ICB Group is based at Health Place, Wrawby Road, Brigg, North Lincolnshire, DN20 8GS, telephone 01652 251000. Email address: hnyicb.experience@nhs.net

Zero Tolerance Policy

It is an unfortunate fact of life that we are subjected to more incidents of patients being abusive or threatening violence towards us or our staff. We will not tolerate this kind of behavior, and such patients may be removed from the practice list. In serious cases we will involve the police. It is the policy to press for charges against any person who damages or steals property or assaults any member of staff or visitor/patient

When the surgery is closed

Online NHS 111 website can be used or for urgent matters or call 111.

For medical Emergencies call 999

When the surgery is closed, the ICB Group is responsible for commissioning of the services.

Text Messaging

Our practice uses SMS/Text messaging facilities to contact our patients. We text patients to remind and confirm patients of appointments. If you are happy with the practice contacting you via text messaging, please provide reception with your mobile number and let us know that you consent to us contacting you this way.

Contacting the Practice

We kindly ask patients not to send clinical or administrative requests to staff members' personal email addresses. To ensure your request is handled safely and promptly, please use our online consultation system, AccuRx, available via our website. Requests submitted through this system are securely recorded in your medical record and reviewed daily by our administrative and clinical teams. This allows us to direct your query to the appropriate clinician and respond as efficiently as possible. Personal staff emails are not monitored as part of our clinical systems. If a message is sent while a staff member is away from the practice, on leave, or unavailable, it may not be seen in a timely manner. For patient safety reasons, emails sent to personal staff addresses will receive an automatic response directing you to the correct practice contact pathway...If you need assistance using our online consultation tool, please contact the practice and a member of the team will be happy to help.

You can also contact the practice by telephone on the numbers above and in person at the practice.

NHS Health Check

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as: Heart Disease, Diabetes, Kidney Disease or Stroke. If you're aged 40 to 74 and do not have a pre-existing health condition, you will be invited in for an NHS Health Check every 5 years.

Enhanced Hours

Our surgery provides enhanced hours. We provide GP appointments outside of normal working hours. These appointments typically fall on a Saturday. We also occasionally provide appointments on early mornings and late nights with the Nurse, Pharmacist or Health Care Assistant. These appointments include medication reviews, Cervical Screening, Blood tests, ECG's, Injections, Suture removal & wound checks.