

# Winterton Medical Practice Summer Newsletter 2024



Electronic  
Prescription  
Service

## Our Surgery is now using Electronic Prescription Service (EPS) From Wednesday 12<sup>th</sup> June 2024

The Electronic Prescription service (EPS) allows your prescription to be sent electronically to a chemist of your choice via the NHS Spine.

To use EPS, you need to speak to your preferred chemist and ask them if you can **nominate** them to receive your prescription **electronically**.

Once your nomination is recorded at the chemist of your choice, they will receive your prescription electronically. You no longer must pick up your paper prescription from us.

If you have already nominated a chemist, from using a chemist previously, your prescription will be sent to them electronically **unless you tell us otherwise**.

If you have historically lived outside of the area and used EPS before you may have an out of area chemist recorded as your nominated chemist. Please go into your new preferred chemist and nominate them if you think this might be the case.

This service is optional, and you can continue to collect a paper prescription if you wish. From Wednesday 12<sup>th</sup> June 2024 paper prescriptions will have a barcode on that will be scanned at the chemist you take your prescription to. You can use any chemist for this.

### Dispensary Patients

We strongly recommend that you continue to use the practice Dispensary after the introduction of the EPS service as the dispensary service provides a customised automatic repeat service and a delivery service suited for its users.

In addition, it also supports the provision of other services provided by the surgery.

**If you already use our dispensary service, please take no action.**

## KLINIK ACCESS

Klinik is a 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>

### Drop in Clinic

Every Wednesday 6pm-7pm

Winterton Medical Practice Only

This drop-in session will be for:

- Blood Pressure Checks
- Height Check
- Weight Check

These sessions do NOT need a prior appointment.

To use this service, come to the surgery and let Reception know what check you are wanting and they will book you in there and then.



**These clinics shouldn't be attended for any other reason, and we are unable to deal with any other needs during this session.**

### 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?"

### April Results

At Winterton and Burton Surgery 92.4% of patients were extremely likely or likely to recommend the Surgery.

### May Results

At Winterton and Burton Surgery 90.8% of patients were extremely likely or likely to recommend the Surgery.

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.

### Telephone Numbers

**Winterton Reception**  
01724 732202

**Burton Reception**  
01724 720202

**Winterton Repeat Prescription**  
01724 732205

**Burton Repeat Prescription**  
01724 720100