

STATION ROAD
KENDAL
CUMBRIA
LA9 6SA

TELEPHONE NUMBER: 01539 722660

www.stationhousesurgery.nhs.uk



Patient Newsletter

Autumn 2017



ARRIVALS/DEPARTURES

We were sorry to see Ellie Fowler leave us to pursue a career change. Ellie has been Practice Manager at Station House for 6 years and we wish her well with her new endeavours.

We would like to welcome to Station House: Jeanette Cawley who joined us as the new Practice Manager, Dr David Cowling who replaces Dr Alison Chambers, Rachel Slater who joined our Reception & Admin teams.

DEPARTMENT UPDATES

Building Improvements

You may have noticed that we have been taking your advice on improving the surgery. We have changed the lighting to improve visibility. We have also re-carpeted the stairs and added a new flooring to the ground floor to help with better safety and infection control.

Podiatry Self Referral

Did you know you can self refer to podiatry? No need for appointments at the surgery before hand. Please ask reception for a referral form and details of eligibility.

MEET THE TEAM—TRAINING

Station House Surgery has been a training practice for many years, for both future GP's and doctors that may go into other specialities.

We take GP registrars (who are in their final year of training) , FY2 doctors (who are in their second year after medical school) and 3rd year medical students from Lancaster University.

They may be sitting in with one of our own GP's or see you by themselves with the supervision of a GP. It is really important for their future training, and we really enjoy having them as part of our team, but if you would prefer not to be seen by them, please let our reception team know.

Dr Tom Chivers will be with us from October as a GP registrar and we have a new FY2 starting in December.



OPENING TIMES

Monday	08.00—18.30
Tuesday	08.00—18.30
Wednesday	08.00—18.30
Thursday	08.00—18.30
Friday	08.00—18.30

Please check our website, Facebook or Twitter pages for up to date training closure dates.

APPOINTMENTS

GP appointments are either face to face or telephone consultations depending on patient preference. These are either booked on the day if urgent, or, routine appointments are booked in advance.

How to make an appointment

- Phone (above number)
- Online (must be registered for online access)
- Mobile (texting facility—enquire at reception)
- In person (come in and see us)

Please help us to continue to provide the best care we can, by giving us feedback either in person or via:

www.iwantgreatcare.org

www.nhs.uk/service-search



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DATES FOR YOUR DIARY

Station House Surgery has made the decision to buy the **Quadrivalent** flu vaccine this year. This means that the vaccine offers **protection against 4 strains of flu**. Many vaccines only protect against 3 strains.

Remember; up to 77% of people carrying the flu virus do not have any symptoms. So by having the flu vaccine you don't just protect yourself, you are protecting those you come into contact with.

There are many different strains of the flu virus, and the ones that infect people can change each year.

Flu vaccines are inactivated, which means they cannot give you flu.

Support general practice, have your flu vaccine at the surgery. We have your full medical history, we know you, we already have your information on screen (no paperwork to complete).



NHS
National Institute for
Health Research

PATIENT PARTICIPATION GROUP

Patient participation refers to patients who wish to take a more active interest in developing local healthcare services.

The idea is for patients and staff to work together to share ideas, to help patients to take more responsibility for their own health and to involve patients in developing and improving services offered by the practice.

If you would like to join our Patient Participation Group please visit our website www.stationhousesurgery.co.uk and click on Patient Participation Group on the home page.

Patient feedback is important to us as it helps us to shape services and how we provide them.

Provided by Sanofi Pasteur

Help to protect yourself against flu

DON'T underestimate the risks of FLU

Just make an appointment at one of our flu vaccination clinics:

Saturday 14th October 8.30am—1pm

Tuesdays 11.00am—12.30pm

Wednesdays 7.30am—9.00am

Evenings 4.30pm—6.30pm

Wed 4th Oct Mon 23rd Oct

Mon 9th Oct Wed 1st Nov

Thu 19th Oct Mon 6th Nov

Nasal Flu Clinics (under 18yrs)

Every Tuesday Afternoon 3.00pm—5.30pm

Saturday 14th October 8.30am—1pm

FLU CLINIC THIS WAY

DON'T underestimate the risks of FLU

If you're aged 65 or over, or think you're in a clinical at-risk group, speak to your doctor or practice nurse for more information.

Reporting all side effects. If you get any side effects, tell your doctor, pharmacist or nurse. This includes any possible side effects not listed in the package leaflet. You can also report side effects directly via the Yellow Card Scheme at www.nhs.gov.uk/yellowcard. By reporting side effects you can help provide more information on the safety of this medicine.

PRACTICE CLOSURES

Station House Surgery along with all other practices in South Cumbria and North Lancashire are closed from 1pm on the following dates for mandatory training and development.

Wednesday 11th October

Thursday 16th November

If you require a GP urgently please ring the NHS 111 service by dialling 111.

Please remember to NOT smoke or consume caffeine at least 1 hour before your appointment as this can affect any blood pressure results.