



Station House Surgery

NEWSLETTER

We hope you enjoy reading this edition of our Patient Newsletter! Your thoughts and ideas are important to us, and we'd love to hear from you. Is there a topic you'd like us to cover? Tips or resources you'd find helpful? Let us know!

Please feel free to share your suggestions or feedback to help us make this newsletter as informative and engaging as possible. Send us an email to lscicb-mb.shs@nhs.net or let the front desk team know.

Happy Christmas & New Year

As the year draws to a close and the festive season is upon us, we want to take a moment to thank all our patients for entrusting us with your healthcare.

Wishing you a happy Christmas & New year from all the Team at Station House Surgery.



Christmas & New Year Opening Times



STATION HOUSE SURGERY

CHRISTMAS & NEW YEAR OPENING TIMES

Mon 23 Dec	Open as Usual	08:00 - 18:30
Tues 24 Dec	Christmas Eve	08:00 - 18:30
Wed 25 Dec	Christmas Day	CLOSED
Thur 26 Dec	Boxing Day	CLOSED
Fri 27 Dec	Open as Usual	08:00 - 18:30
Mon 30 Dec	Open as Usual	08:00 - 18:30
Tues 31 Dec	New Year's Eve	08:00 - 18:30
Wed 1 Jan	New Year's Day	CLOSED
Thur 2 Jan	Open as Usual	08:00 - 18:30
Fri 3 Jan	Open as Usual	08:00 - 18:30



WHEN WE ARE CLOSED CONTACT 111
ONLINE WWW.111.NHS.UK, IN THE NHS APP OR BY DIALLING 111

LIFE THREATENING EMERGENCIES RING 999

Medications – Please aim to order any repeat prescriptions no later than Friday the 13th of December.



Where to get help when we are closed

Although no one likes the thought of getting ill over Christmas, it's really important to know what to do if you need urgent health advice and treatment during the Christmas and New Year period when the surgery is closed.

When we are closed:

NHS 111: If you need urgent health advice or treatment when we are closed contact NHS 111 by dialling 111 or visit 111.nhs.uk

NHS 111 can help direct you to the most appropriate health service and can also book same-day appointments at the local out-of-hours service, or at a hospital emergency department (A&E) if required.

Pharmacy – Pharmacists can give treatment and advice for a range of minor illnesses such as coughs, colds, sore throats, tummy trouble and aches & pains.

Kendal Urgent Treatment Centre provides patient assessment and treatment for a wide range of non-life threatening conditions from strains and sprains to broken bones and minor illnesses. Appointments are pre-booked with NHS 111.

A&E – For serious injuries and life-threatening emergencies.

Patient Feedback

Station House surgery are absolutely fantastic. I have been constantly blown-away and impressed by the team and the level of care, attention and customer service you provide. Appointments are quick and easy to book, there is no waiting on the phone, and it is often possible to see a doctor or nurse in good time. Doctors are amazing and take your concerns seriously and do everything they can to investigate the issue and reassure you - its quick and easy to get referrals. Truly amazing care. I could not ask for better. Thank you and keep up the great work!

"Triage form was recommended and it worked."

"The nurse I usually see is always on the ball. First class in all respects!"

"Very reassuring and explained everything in detail to me. Thorough examination and submitted some exercises via email to help strengthen the problem and injury."



We value your thoughts. Please take a moment to leave us feedback via our [online form](#).



July Performance

Telephone
Calls:
4,612



Face to Face
Appointments:
1,424



Telephone
Appointments:
571



Home Visits:
42



Pathology
Reports
Reviewed:
991



Prescriptions
Processed:
4,527



NHS App

The NHS App provides a simple and secure way to access a range of NHS services from your smartphone, tablet, or web browser. With the NHS App, you can order repeat prescriptions, book and manage GP appointments, view your GP health record, register organ donation decisions, and access trusted NHS information on a variety of conditions.

To get started, download the NHS App via the Google Play or App Store, or log in through the NHS website. You'll need to prove your identity to unlock full access to its features. For those caring for someone else, the app also allows you to manage health services on their behalf (depending on your GP surgery or hospital).

Find out more about the NHS App and its features:

<https://www.nhs.uk/nhs-app/>



Supporting Local Charities - How You Can Help

Station House Surgery proudly supports local charities and community groups, knowing that small gestures can make a profound impact on the lives of those around us.

As we approach the colder months of November and December, we are focusing on two essential causes: Kings Food Bank and Springfield House, both providing essential support to people in our community who may be experiencing food insecurity or living in difficult personal circumstances.



Here's how you can help and make a difference:

Kings Food Bank: Make a Food Donation

Kings Food Bank provides food assistance to individuals and families in need by offering them essential items to help alleviate the burden of food insecurity. Many people in our community rely on this service, and with your help, we can ensure their shelves remain stocked through the winter months.

What to Donate: The food bank is currently accepting non-perishable food items. Items such as canned goods, dried pasta, rice, boxed cereal and other long-lasting foods are always in high demand. As you do your next grocery shop, consider picking up one or two extra items. Every contribution, no matter the size, helps bring a meal to a neighbour in need.

Springfield House: Supporting Survivors of Domestic Abuse

Springfield House offers crucial support services for people affected by domestic abuse, providing safe, supportive accommodations and a therapeutic environment for both women and men in the South Lakeland area. They accept nationwide referrals and are available 24/7, offering an immediate, safe place for survivors and their families to recover and rebuild.

What to Donate: Springfield House is in need of toiletries for both men and women, including shampoo, toothbrush, toothpaste, deodorant, body lotion, shower gel, shaving products, sanitary products. Non-perishable sweet treats, especially around the holiday season, are also welcome. New socks, underwear for men, women and children are also very much appreciated.

These items can help bring a small moment of comfort to those going through a challenging time, letting them know they're not alone and are supported by their community.

Drop-off Donations: Simply bring your donations to Station House Surgery, where we'll ensure they are delivered to the appropriate charity.

Encourage Others to Donate: Consider sharing this effort with friends, family, and colleagues. Every small effort multiplies when we work together.





Connect with Us

Stay connected with us! Scan the QR codes below to easily access our website, follow us on social media for updates and health tips, and register as a new patient. Whether you have a question, need to book an appointment, or want to learn more about our services, our digital platforms are here to make your healthcare journey smoother.

Facebook



Website



Register



New Patients

We welcome new patients to register at Station House Surgery. Whether new to the area, looking for a friendly practice or seeking a healthcare team that truly listens. We are here for you.

We receive great feedback from our patients. If you know anyone who is looking to join a surgery please let them know.

It is easy to start the process by visiting the GP registration online form:
<https://gp-registration.nhs.uk/A82027/gpregistration/landing>

Thank you for your continued support and for being a valued patient of the practice!

Best regards,

Your GP Practice Team
Station House Surgery