

# STATION HOUSE SURGERY

## Newsletter Spring/Summer 2023

Telephone: 01539 722660



[WWW.STATIONHOUSESURGERY.NHS.UK](http://WWW.STATIONHOUSESURGERY.NHS.UK)



@STATIONHOUSESURGERYKENDAL



@STATIONHOUSEGPs



LSCICB-MB.SHS@NHS.NET

### DID YOU KNOW THAT YOU CAN NOW CONTACT US ONLINE?

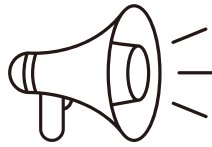
What you can do online during opening hours

#### MEDICAL ISSUES

- Submit non-urgent medical queries and receive a response within 48 hours
- Your request will be triaged and the practice will respond to your query via your preferred contact method

#### ADMIN QUERY

- You can request a Fit (sick) note
- Order repeat prescriptions
- Request test results
- Request doctors letter
- Questions about a referral (update / status)
- Submit a detailed non-medical query not covered by the above



**\*ACCESS THIS SERVICE VIA OUR WEBSITE\***

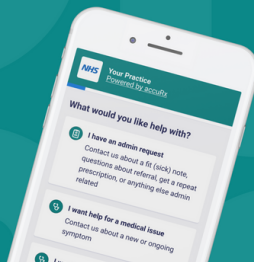
**\*OR THROUGH THE NHS APP\***

NHS

#### Contact us online

If you need help with a non-urgent medical or admin request, you can now contact us online.

Submit a new request



### THE NHS APP

Download for free today



## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

### COVID-19 VACCINATION HELPLINE



**0300 7906  
856**

**9AM TO  
5PM  
WEEKDAYS**

### HAYFEVER, INSECT BITES/STINGS & ALLERGIES



You don't need to contact your GP for hay-fever prescriptions, insect bites and stings or seasonal allergy symptoms.

- You can buy medication over-the-counter without a prescription
- Pharmacists can offer advice on symptoms
- Pharmacists can offer travel advice

### STAFF NEWS

**A WARM WELCOME TO OUR NEW STAFF!**



- Dr Alice McLachlan (GP Trainee)
- Dr Adrian Davoodi (GP Trainee)
- Iain Harbison - Mental Health Practitioner

# Patient Participation Group (PPG)

join us

## Join your Patient Participation Group

PPGs represent patients and provide feedback on GP practices, helping to drive change



We are currently looking for new members to join our Patient Participation Group (PPG).

The PPG consists of patients who want to be involved in the surgery by taking an active role in helping us develop local health services.

In joining Station House Surgery PPG, you will have the opportunity to provide positive suggestions and be an advocate for patient experience and preferences.

If you would like to join our PPG, please visit the PPG section on our website's homepage to complete an application form today.

## STAFF HEALTH & WELLBEING TEAM

Members of the Station House Surgery team have created a health & wellbeing group to support all staff at the practice. They organise staff events and also help raise money for local charities. Here is a list of just some of the recent events the health and wellbeing team have done:

- Skipping Challenge - 100 skips a day throughout February - raising £348 for cancer research
- Raised £133 for Alzheimer's Research UK
- Food bank collection for King's food bank



## LONG TERM CONDITIONS



We have introduced a new system for recalling our patients with Long Term Conditions (such as Asthma, COPD, Diabetes, Vascular, Hypertension) during their month of birth. This means that we will invite you annually, during the month you were born and hopefully it will mean that you may need to attend for less appointments.

It will take a few months to fully transition to the new recall process and will vary from patient to patient depending on when you last attended for review.

## DID YOU KNOW THAT STATION HOUSE SURGERY IS A RESEARCH PRACTICE?

Station House Surgery is a RCGP Research Ready accredited practice and has a dedicated research team who are involved in delivering a wide range of studies such as

- Disease diagnoses and prevention
- Long-term conditions such as COPD & Diabetes
- Promoting a healthier lifestyle & prevention of future ill health

## RESEARCH

## STUDIES IN 2021/2022

- 511 participants
- 12 NHS Research studies

A huge thank you to all of our patients who have supported and volunteered in a wide range of research studies

## ARE YOUR CONTACT DETAILS UP TO DATE?



Have you got a new phone number, email or recently changed address?

If YES, please ensure you provide the surgery with your most up to date contact information.

You can update your contact details using the free NHS app. Alternatively, you can let us know by letter, phone or in person.

Developing Station House Surgery fit for the future Patient Views Survey



## THE LANCASHIRE AND SOUTH CUMBRIA DENTAL HELPLINE

**fems (0300 1234 010)**

- Monday to Friday 08:00 – 21:00
- Weekends and Bank Holiday 10:00 – 17:00

If you registered with a Dental Practice then please contact them first, however you are welcome to contact us on the number above when your practice is closed

# Meet your GP Practice Clinical Team!



Did you know that your GP Practice has a qualified team of clinical and non-clinical professionals who work together with your GP to ensure you get the best healthcare possible? Get to know the great team of professionals in general practice, who are qualified to look after your health needs.

*Please note all Practices will have different teams.*

## General Practitioner (GP)

General Practitioners are medical experts and treat all common medical conditions. They focus on health, combining physical, psychological and social aspects of care.



## Physicians Associate (PA)

A PA provides a broad range of healthcare services including physical examination, diagnosing and treating, ordering tests, preventive health care, patient education, surgical assisting, and writing medical orders and prescriptions.



## Practice Nurse

Practice Nurses are qualified in a range of specialities however in practice they administer injections, provide wound care, handle cervical screening and deliver childhood immunisations amongst other things.



## Health Care Assistant (HCA)

Healthcare Assistants (HCAs) provide vital services within your practice including taking blood, giving ECGs, administering vaccines, dressing wounds and removing stitches.



## Clinical Pharmacist

Clinical Pharmacists can provide quick and effective solutions to prescription queries as well as carrying out medication reviews for patients with ongoing health problems.



## First Contact Physiotherapist

NHS Physiotherapists give advice on new bone, joint and muscle pain and offer treatment for those with injury or illness through movement, manual therapy and exercise.



## Advanced Nurse Practitioner (ANP)

An ANP carries out a range of clinical work including examine, assess, diagnose, treat, prescribe and refer patients who have an undiagnosed condition.



## Paramedic

A Paramedic provides specialist care and treatment to patients who have been involved in accidents, emergencies, or other crises. They can also offer minor ailment clinics and home visits.



## No 'I' in TEAM

Your GP cares about your health, that's why all members of the practice team are integral to ensuring you get the best healthcare. GPs are not the only professionals who can handle your health needs, they have a team to help too.



# Meet other members of your GP Team!



Did you know that your GP Practice has a qualified team of clinical and non-clinical professionals who work together with your GP to ensure you get the best healthcare possible? Get to know the great team of professionals in general practice, who are qualified to look after your health needs.

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## Receptionist (Care Navigator)

A GP receptionist is a care navigator. They are the first point of contact when you visit or call your surgery. To ensure that you get the right help from the right professional, receptionists will ask you questions about your health concerns.



## Mental Health Practitioner

A mental health practitioner cares for people with mental health issues, substance abuse, poverty, and other social problems.



## Social Prescribing Link Worker (SPLW)

A SPLW provides a holistic approach to people's health and wellbeing through connecting patients to community groups and required services for practical and emotional support.



## Pharmacy Technician

Pharmacy Technicians handle many areas of pharmacy practice, including purchasing, manufacturing, preparation, supply and final check of medicines; to supporting medicines use reviews and the administration of medicines.



## Health and Wellbeing Coach

A Health and Wellbeing Coach supports patients by helping them to identify their goals and assist in managing their own health and wellbeing to live independently.



## Dietician

Dietitians undertake patient assessments to diagnose and treat dietary and nutritional problems. They provide guidance on food research, health and disease management so that people can make appropriate lifestyle and food choices.



## Occupational Therapist (OT)

An OT provides support to people of all ages and backgrounds who are affected by accidents, physical and mental illness, disability, or ageing. They can aid patient's recovery to overcome activity barriers.



## Podiatrist

A Podiatrist specialises in the management of foot, ankle and leg conditions and supports delivery of patient care through prevention, diagnosis, and treatment within the wider practice team.



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