

# Newsletter Station House Surgery January March 2026



Station House Surgery is committed to delivering high-quality care and a wide range of services to the communities of Kendal and the surrounding areas. We aim to provide patient-centred healthcare in a welcoming and professional environment. Located next to Kendal Train Station, accessing care here is easy and straightforward.

## General Notices

Thank you to all our patients for your continued trust and support. We appreciate the opportunity to care for you and your families. Your confidence in our team means so much to us.

The practice will be closed for training on Wednesday 4<sup>th</sup> February and Wednesday 4<sup>th</sup> March from 1pm.

Throughout 2026, our newsletter will shine a spotlight on some of the community organisations and charities making a difference locally. We hope to make it easier for patients to discover services, activities and support close to home.

# STAFF SPOTLIGHT

## ROUTE TO BECOMING A GP

Many patients are surprised to learn how long it takes to become a General Practitioner (GP). GPs are fully qualified medical doctors who undergo many years of training to safely care for patients of all ages and with all types of health problems.



Royal College of  
General Practitioners

## MORE THAN KNOWLEDGE

GPs must develop excellent communication and decision-making skills. These are essential for understanding patients' concerns, explaining diagnoses and treatments clearly, and making safe decisions when symptoms are unclear or undiagnosed.

## EXPERIENCE YOU CAN TRUST

By the time a doctor qualifies as a GP, they have completed over 20,000 hours of training. Only then are they able to see patients independently and safely manage new, undiagnosed problems without supervision.

GPs are trained to look after the whole person — diagnosing illness, managing long-term conditions, and helping patients navigate the healthcare system throughout their lives.

## TRAINING TIMELINE

- 1** Medical School – 5 years  
Doctors begin with at least five years at medical school, learning the science of medicine alongside hands-on clinical experience in hospitals and GP practices.
- 2** Foundation Training – 2 years  
After graduating, doctors work in hospitals across a range of specialties such as medicine, surgery, emergency care and mental health. During this time, they gain experience caring for acutely unwell patients while working under supervision.
- 3** GP Training – 3 years  
Doctors then complete three years of specialist GP training.

# Research

Did you know that Station House Surgery is a Research Active surgery? We are part of a network of local practices participating in high quality research activities funded by the National Institute for Health Research (NIHR).



This means we actively support and conduct different types of research with the intention of improving outcomes for patients. New treatments, technologies care approaches and devices all need to be carefully and safely tested in real life healthcare environments.

All clinical research undertaken at the surgery is thoroughly checked and approved by ethical committees, to ensure it is safe to perform.

Dr Cowling is the Lead GP for Research alongside our Clinical Research Nurse Joanna Beldon, and Research Administrator Lindsey Cook.

You may be invited to take part in a research study via an invitation letter through the post, a text message or a Doctor or Nurse may talk to you about a particular study. Your participation is entirely voluntary and there is no obligation to take part. You can find out more details about the studies we have open to recruitment on our surgery webpage or via our Facebook page.

We are also very excited to announce that last year we were awarded funding from the NIHR and Applied Research Collaboration North West Coast to develop and become a 'Primary Care Research Hub' within the South Lakes. This provides the surgery with a unique opportunity to develop and deliver high quality research to our patients and the Kendal community. With this funding we have refurbished one of our clinical rooms with the intention of using it as a base for all research being carried out at the surgery.

We're currently involved in a number of important studies, including FluSNIFF, which is testing the safety of a nasal flu vaccine spray for children aged 12–23 months. We're also taking part in DEFINE, a study exploring how GP practices can offer more personalised care for people with asthma. In addition, we

- support GLAD, a project that helps researchers better understand the risk factors for depression and anxiety.

You can expect to hear more from us in our quarterly newsletters, where throughout 2026 we will be sharing updates on our latest research and what it means for patients.

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# Your Health

## January: New Year's Resolutions



Lancashire &  
South Cumbria  
Talking Therapies

January can be a difficult time for mental health. While the New Year is often associated with fresh starts and resolutions, it can also bring increased pressure, low mood, anxiety, and feelings of isolation, particularly due to shorter days, financial strain, and disrupted routines. If you are experiencing ongoing stress, anxiety, or low mood, support is available through NHS Talking Therapies, who provide free and confidential help for common mental health difficulties such as depression and anxiety. You can self-refer without seeing a GP, and support is available both online and in person. To find out more or to make a referral, visit [Lancashire and South Cumbria Talking Therapies](https://www.lancashireandcumbria.nhs.uk/talking-therapies).

## February: Heart Health



British Heart  
Foundation

[www.bhf.org.uk](http://www.bhf.org.uk)

Heart Month is an opportunity to focus on heart and circulatory health and the impact of cardiovascular disease, one of the leading causes of death in the UK. Every three minutes, someone in the UK dies from a heart or circulatory condition, including heart disease, stroke, and vascular dementia. Many of these deaths are preventable through early detection, lifestyle changes, and timely treatment.

This Heart Month, we would like to encourage patients to take practical steps to protect their heart health. These include: lowering your blood pressure by eating a healthy and balanced diet, being physically active, and giving up smoking; learning CPR, which can be completed in around 15 minutes using the British Heart Foundation's free online tool; and keeping your diabetes under control.



# March: Breast Cancer Awareness

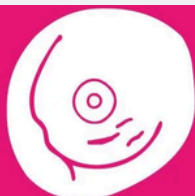
**BREAST  
CANCER  
NOW** The research & support charity

**CoppaFeel!**

In March we would like to draw your attention to Breast Cancer Awareness as part of International Women's Day and Women's Health Week, while recognising that breast cancer can affect people of all genders, including trans and non-binary people. Breast cancer is one of the most common cancers in the UK, and early detection significantly improves outcomes. Everyone is encouraged to be aware of how their chest or breasts normally look and feel, and to seek advice if they notice changes such as lumps, changes in size or shape, skin changes, nipple discharge, or persistent pain.

If you notice any changes, please contact us promptly to arrange an appointment with a GP. Breast screening is also offered routinely to eligible people based on age and registered sex, and attending when invited can help detect cancer at an early stage.

Some people may also wish to support breast cancer charities during March by taking part in fundraising activities or community events, which help fund research, support services, and awareness-raising work. If you are looking to get involved, you may want to explore the work of breast cancer charities such as [Breast Cancer Now](#) or [CoppaFeel!](#).



**LOOK**  
changes in skin texture  
e.g. puckering / dimpling



**LOOK**  
swelling in your armpit or  
around collar bone



**FEEL**  
lumps and thickening



**FEEL**  
constant, unusual pain in  
your breast or armpit



**LOOK**  
nipple discharge



**LOOK**  
a sudden change in size  
or shape

# General Notices

## NHS 111

A reminder that NHS 111 is available to help you get the right care when it's not an emergency. If you are unsure where to go for health advice, need urgent medical help, or are worried about your symptoms outside of GP opening hours, NHS 111 can assess your needs and direct you to the most appropriate service. Trained advisers and clinicians can offer advice, refer you to local services, or advise if you need to attend urgent care or A&E. You can access the service 24 hours a day by calling 111, or by visiting [www.111.nhs.uk](http://www.111.nhs.uk).

## Community Pharmacy

Community pharmacies are now playing a bigger role in primary care, offering a convenient first port of call for many health concerns and helping to reduce pressure on GP appointments.

Pharmacists can assess and treat a range of minor illnesses without a GP appointment through the new Pharmacy First service. These include:

- Sore throat
- Earache
- Sinusitis
- Shingles
- Infected insect bites
- Impetigo
- Uncomplicated urinary tract infections (UTIs) in women under 65

You might also choose to visit a Pharmacist for the following: urgent medicine supply, blood pressure checks and advice, contraception and sexual health, and medication support.

Kendal Pharmacy, 2  
Maude St,  
LA9 4QD

Boots Pharmacy, 66  
Stricklandgate, LA9  
4PU

ASDA Pharmacy, 18  
Burton Rd,  
LA9 7JA





# Jess's Rule

At Station House Surgery we are committed to ensuring that every patient's concerns are taken seriously. That's why we're highlighting Jess's Rule in this newsletter, a patient safety initiative now being implemented across GP practices in England. It encourages clinicians to take a "fresh eyes" approach when a symptom or concern remains undiagnosed or gets worse after multiple visits, helping to diagnose serious conditions earlier and improve patient outcomes.

Jess's Rule is a new NHS initiative, led by the Department of Health and Social Care and NHS England and supported by the Royal College of General Practitioners. It encourages clinicians working in General Practice to re-evaluate a patient's symptoms if a patient has attempted three appointments for the same concern or symptom, and the condition hasn't been explained, diagnosed or is getting worse.

The idea is simple but important: if a symptom persists after repeated consultations, clinicians should pause and think again rather than assume the original assessment was correct.

Under Jess's Rule, GPs are encouraged to follow a three-step approach:



REFLECT



REVIEW



RETHINK

- 1 Look back over what's been discussed, consider what might have been missed, and, where appropriate, see the patient face-to-face if previous appointments were remote.
- 2 Re-examine records and symptoms, consult colleagues if needed, and check for any warning signs that may point to another diagnosis.
- 3 If there's continued uncertainty or concern, this might mean ordering further tests or arranging referral for specialist help.

Jess's Rule builds on existing practice, with clinicians already using their judgment when symptoms persist, but it formalises this thinking so that every patient gets the same level of attention and thoroughness. It aims to help catch serious conditions earlier, ensure patients feel listened to, and avoid delays in diagnosis that can impact health outcomes.



# Wednesday Practice Closures

Please note that the practice will be closed from 1pm on the following Wednesdays throughout the year to allow our team to take part in essential training:

4<sup>th</sup> February

4<sup>th</sup> March

15<sup>th</sup> April

6<sup>th</sup> May

3<sup>rd</sup> June

1<sup>st</sup> July

23<sup>rd</sup> September

7<sup>th</sup> October

18<sup>th</sup> November

Following these closures, the practice will reopen as normal the next working day. If you need urgent medical help while we are closed, please contact NHS 111, or 999 in an emergency.

Thank you for your understanding. This training helps us continue to provide safe, high-quality care.



# Community



- In this newsletter, we wanted to draw your attention to the brilliant work being carried out by Outside In, a registered charity and community-run play centre just around the corner from Station House Surgery. The space was founded by parents wanting to provide a safe, inclusive environment where children and families can play, learn, socialise and relax together. The centre features imaginative play areas, a café, and offers sensory-friendly sessions supporting families with special needs as well as a range of creative workshops and role-play activities. Relying on donations and volunteers, Outside In plays a vital role in supporting families in Kendal facing poverty, disability, and mental health challenges, while collaborating with local schools, charities and community groups.



# Digital Support Services

Age UK South Cumbria is running IT Drop-In digital support sessions to help local people build confidence with technology. Friendly staff and volunteers can provide support with operating smartphones, tablets, computers, emails, completing online forms and staying safe online. It is a great free, informal service for anyone who could use a bit of extra help with digital skills.

Sessions take place at Kendal Library on the 1st and 3rd Wednesday of the month, from 10am to 11:30am.

You can simply turn up with your charged device.


If you have any questions about this service, get in touch with Age UK by emailing ([admin@ageuksouthcumbria.org.uk](mailto:admin@ageuksouthcumbria.org.uk)) or by giving them a call on 01539 821118



# Feedback


## December 2025 Performance

### APPOINTMENT DATA



1113	Face to Face Appointments	28	Home Visits	4794	Telephone Calls
481	Telephone Appointments	4642	Prescriptions Processed	104	Missed Appointments

### PATIENT FEEDBACK



*"Absolutely fabulous! Station House Surgery is undoubtedly the best practice in Cumbria."*

*"I can honestly say that the treatment and service I have received over the past 5 months at Station House Surgery is without a doubt the best experience I have ever had with a NHS Surgery!"*

*"I so appreciate how well I am being looked after. Station House team are outstanding. You have responded quickly and kindly. Thank you."*

*"I had a review which was informative and all issues were discussed and explained. I was very pleased with my visit and very happy that I was receiving good care."*

## Friends and Family Test

The NHS Friends and Family Test (FFT) helps us to understand which parts of our service our patients are happy with and where improvements can be made. The test is a quick and simple way for you to give us feedback. You may receive a text after your appointment asking you to complete an FFT, which will involve answering a short series of questions. The test is anonymous, and your answers won't be traced back to you.

IN DECEMBER, 208 OUT  
OF 235 PATIENTS  
SCORED THEIR OVERALL  
EXPERIENCE AT STATION  
HOUSE SURGERY AS  
'VERY GOOD.'

Thank you to everyone who shared their views. We value all comments and review them carefully to identify areas for improvement and celebrate what is working well.

If you would like to take part in future surveys, the Friends & Family Test is also always available on our website.

## Connect

Scan the QR codes to easily access our:



Facebook for Station House Surgery updates and health tips, or



Website for information and access to patient portals

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.

