



# Station House Surgery

NEWSLETTER

Welcome to our Station House Surgery newsletter! This newsletter is here to share important news and updates from our practice. We want to keep you informed about what's happening and give you helpful health tips. We hope you enjoy reading it and find it interesting!

## Car Park Update

We want to provide an update on car parking as we realise there may be some frustrations.

The car parks at the front and rear of the Station House building are owned by Riverside Hotel and the Landlord of the Station House building. Station House Surgery leases, at its own cost, a considerable number of designated car parking bays at the front and rear of the building which are specifically for patients attending appointments and staff whilst at work.



Unfortunately, Station House Surgery's designated spaces are frequently used by unauthorised individuals, including local residents & businesses, train travellers and shoppers. This misuse impacts our patient's ability to park and hinders emergency vehicle access. Despite us asking politely and installing signage the misuse continues and this is really disappointing to us.

Some patients have commented on the appearance of the Red Barriers on the right-hand side of the car park. Unfortunately, these are not under our control and belong to Riverside Hotel so they can maintain reserved spaces for their guests.

As you will appreciate handling the situation is challenging as we do not control the overall management of the car parks. We appreciate your understanding and patience. Our priority is to ensure your visit to Station House Surgery is smooth and stress-free.

## Telephone System

On 6th August 2024, we launched a new cloud-based telephony system as part of NHS England's initiative to improve patient access.

When you call, you'll notice new options designed to direct your call more efficiently. During busy periods, you'll also have the option to keep your place in the queue and receive a call back from one of our team members.

We believe this new system will be a significant improvement, and we will be closely monitoring its performance to ensure it meets your needs.



## Autumn 2024 COVID-19 and Flu Vaccination Clinics

We are pleased to announce that bookings are now open for the Autumn 2024 COVID-19 and Flu vaccinations for eligible patients. Our clinics will be starting soon:

- **1st September** for pregnant women and specific children groups
- **3rd October** for all eligible adult patients



Please note that the start dates for these vaccination programmes are set nationally by NHS England, so we are unable to offer appointments earlier than these dates. However, we are offering flexible options with both weekend and weekday appointments available.

Invitations are already underway for eligible patients.

- **By Text:** If we have your mobile number on file, you will receive a text message with a link to book directly into one of our clinics.
- **By Letter:** If we do not have your mobile number, you will receive an invitation by letter.

### Opt-Out Information:

If you do not wish to receive your vaccinations this year, please let us know. You can do this by [lscicb-mb.shs@nhs.net](mailto:lscicb-mb.shs@nhs.net).

## Patient Feedback

"Really pleased with speed of appointment and systems used. Nice premises. Great doctor."

"Very friendly follow up consultation from annual review of blood tests. Thank you so much."

"Staff all excellent. Helpful caring and efficient. What a good surgery."

"Fantastic as usual how could you get better when you are the best."

"Efficient and courteous service as always."

"I would say my experience was excellent from start to finish as always. I feel very lucky Station House is my GP practice. Many thanks."

"Reception staff were really helpful and the nurse who took my bloods was very good."



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

## Providing Medical Aid for Africa - Inter Care

The team at Station House Surgery is proud to have donated supplies to Inter Care, a UK-based charity providing medical aid to Africa (<https://intercare.org.uk/>).

These supplies will soon be transported to communities with limited access to healthcare.

We were pleased to receive a warm message from Inter Care:

*"I am delighted to confirm that we safely received your kind donation of bed divider curtains.*

*I can confirm that we will be able to put these supplies on the next container to Africa which we will start to build in the Autumn.*

*We are really grateful for product donations such as these, as it really helps us to load up more supplies when sending containers"*



## July Performance

Telephone Calls:  
4,670

Face to Face Appointments:  
1,634

Telephone Appointments:  
565

Home Visits:  
42

Pathology Reports Reviewed:  
1073

Prescriptions Processed:  
4,556



## Carers

If you look after a family member or friend who could not manage without you please let us know so we can register you as an unpaid carer.

It is very simple and means we can make sure you receive information, services and the available help.

Mention it the next time you visit the surgery. Alternatively, you can ring the surgery on 01539 7226600 or email us at [Iscicb-mb.shs@nhs.net](mailto:Iscicb-mb.shs@nhs.net)



## Local Events



### Menopause Cafe

THE BAKERY AT No4  
Kendal  
Saturday 14th September 2024

Drop in any time from 10.00am - 12.00pm for a coffee, a cake, and a chat about menopause

Very informal, aimed at anyone curious about the menopause, affected by the menopause, or going through it themselves.

Share experiences, provide support, chat to people who have been there, who are going through it, or who have expertise in the area.

Any questions? Join South Lakes Menopause & Wellbeing Hub on Facebook for more information

Coffee, cake, chat about Menopause



### “Bones of a Healthy Future”

- ★ Over 50 and looking to make positive changes to your health?
- ★ Struggling to manage a health condition?
- ★ Can't make time for exercise?
- ★ If you're curious to learn small steps that can make a big difference then.....

#### Join Our Free 2 Hour Workshop

**Highlights:**

- Insights from a Doctor
- Focus on Healthy Habits
- Activity Sessions
- Interactive
- Free Ongoing Support



Dr Angela White  
MBChB, MRCS



Rebecca Maddock  
Personal Trainer

**Date:** 19th September 2024 1:30-3:30pm     **Time:** 1:30-3:30pm     **Location:** People's Hall, Howgill Lane, Sedburgh, LA10 5DQ

**Book Here:** <https://www.trybooking.com/uk/DLSU>

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 [GoingForOld](http://www.goingforold.org.uk/)
 @goingforold\_

http://www.goingforold.org.uk/

## NHS Health Checks

The NHS Health Check is for adults aged 40 to 74. It is designed to spot early signs of Type 2 Diabetes, Heart Disease and more.

For more information on what the appointment involves, please visit:

<https://www.nhs.uk/conditions/nhs-health-check/>



## 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



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

Best regards,

Your GP Practice Team  
Station House Surgery