



STATION HOUSE SURGERY
KENDAL

Station House Surgery

NEWSLETTER

WINTER 2025

PATIENT NEWS

PATIENT SURVEY RESULTS



We are delighted to share the results of this year's GP Patient Survey and to announce that Station House Surgery has been ranked among the **TOP TEN PRACTICES IN CUMBRIA!**

FLU AND COVID CLINICS



Our flu and COVID vaccination clinics have now taken place, and we are now able to share that **OVER 2000 PATIENTS HAVE RECEIVED THEIR VACCINES.**

If you are eligible and have not yet had yours, there's still time. Please get in touch to arrange an appointment. Let's keep our community protected this winter.

WINTER OPENING TIMES



The surgery will be **OPEN AS USUAL** over the Christmas period **EXCEPT** on the following public holidays, when we will be closed:

- Wednesday 25th December (Christmas Day)
- Thursday 26 December (Boxing Day)
- Wednesday 1 January (New Year's Day)

If you need medical help while we are closed, please contact **NHS 111** for advice or **999 IN AN EMERGENCY.**



GP SURVEY RESULTS

We are proud to be part of a local system where GP patient-satisfaction levels are rated higher than the UK average. According to a recent report by the Westmorland Gazette, GP practices in South Cumbria—including us—are achieving above-average feedback from our patients.



What this means for you:

- Your experience here is reflecting the **positive standards** recognised across the region.
- We remain committed to **providing high-quality care** and continuous improvement.
- Your views matter — by attending, participating, giving **feedback** and asking questions, you help us maintain and raise these standards even further.

Thank you for **choosing Station House Surgery** and for being part of our community of care. If there's anything we can improve, please let us know.

STATION HOUSE GP SURVEY DATA



BEHIND THE SCENES

Ever wondered how your GP Surgeries are funded? Unlike hospitals, which are usually run directly by the NHS, GP surgeries operate as independent businesses contracted by the NHS to provide care. Here's a quick look behind the scenes.

The majority of GP surgeries in England operate under the **General Medical Services (GMS)** contract. This is a long standing agreement between the NHS and GP Practices which outlines the essential services a practice must provide - such as diagnosing and treating illness, and managing long term conditions.

WHERE DOES THE FUNDING COME FROM?

The core funding for GP surgeries comes through this contract and is mainly based on a system called **capitation**. This means that surgeries receive a set amount of money per registered patient per year. This amount must cover most of the care the patient may need, regardless of how often they visit.

Additional funding may come from providing extra services such as performance related schemes, enhanced checks for certain conditions, vaccinations, or minor surgery.

HOW ARE GP PRACTICES RUN?

Unlike hospitals, the majority of GP practices are run as **Partnerships**, which means that the Partners own and manage the business side of the practice. The model brings many benefits, like continuity of care and strong local leadership. However, it also means that Partners take on all the financial and legal responsibility for running the surgery. They are responsible for employing staff, maintaining the premises, purchasing equipment and making sure everything runs safely and smoothly. They do all of this within the funding from the NHS.

In other words, Partners carry the risks and pressures of running a business, while also delivering frontline medical care to their community.

WHY DO I NEED TO KNOW THIS?

Understanding how GP surgeries are funded might help to explain why making the most of appointments is so important. The funding we receive must cover everything from staffing and equipment to the range of services we offer, all while maintaining a high quality of patient care.



GENERAL NOTICES

JULY-SEPT 2025 PERFORMANCE

Telephone
Calls:
14,712

Face to Face
Appointments:
3,826

Telephone
Appointments:
1,512

Home Visits:
124

Pathology
Reports
Reviewed:
3,400

Prescriptions
Processed:
13,641



CHANGES TO CERVICAL SCREENINGS

From **1 July 2025**, most people with a cervix aged **25 to 49** who test negative for HPV will be invited for cervical screening **every five years instead of every three**. This change reflects evidence showing that if you test negative for HPV, your risk of developing cervical cancer in the next five years is very low.

Cervical screening (also known as a **smear test**) is one of the best ways to **prevent cervical cancer**. It checks for the presence of high-risk HPV, which can cause abnormal cells that, if left untreated, may develop into cancer over time.

Even though the interval between tests is increasing for some people, it's still vital to **attend your screening** whenever you're invited. Regular testing means that if any changes do occur, they can be found and treated early, long before they become something more serious.

If you have received an invitation, please don't delay **booking your appointment**.

Cervical
Cancer
Prevention

Cervical screening saves lives
Don't ignore your invite



DIABETES CHECK UPS



When you have diabetes, it's important to have **regular health checks**. These checks help you and your healthcare team understand how diabetes is affecting your body and whether any changes are needed in your care or treatment.

Can't remember when your last review was?
Please contact us and we can help.

These **vital tests** look at your average blood sugar levels, as well as the health of your kidneys, heart, eyes, and feet. Over time, high blood sugar can cause damage to blood vessels and nerves, so keeping track of these areas helps to **spot problems early**.

Your results give you a clear picture of how well your diabetes is being managed and allow you and your healthcare team to make informed decisions about your medication, lifestyle, and ongoing support. Even if you feel well, **attending your regular checks** is one of the best ways to prevent complications and stay healthy in the long term.

DONATE A COAT



We're proud to support **Wrap Up Cumbria (South)**, a campaign that collects and redistributes warm coats to people in need across our community.

If you have any **spare coats** that are clean and in good condition, please consider **donating them**. Your unwanted coat could make a real difference to someone facing the cold this winter.

Simply **bring your donation to the surgery** during opening hours, and we'll make sure it reaches the Wrap Up Cumbria team for distribution to local charities and community groups.

EASY EYE CARE

SEEABILITY

Live. Love. Thrive. Belong.

If you have a **learning disability** or are **autistic**, you should have an **Annual Health Check** with your GP every year from age 14. You should also have a **regular eye test** with your optician. **SeeAbility** offer specialist **NHS-funded eye care** for people with learning disabilities and autistic people of all ages who are registered with a GP.

You don't need to be able to read or speak to have an eye test.

Adults with a learning disability are 10x more likely to have a problem with their eyes and children are 28x more likely.

An eye test is not just about glasses – it detects eye conditions and general health conditions as well.

With SeeAbility you could get access to: longer eye tests, easy-to-understand reports about your vision, and more.



5 easy steps to having an eye test:

- 1 Choose your option from the website: www.primaryeyecare.co.uk/find-a-practice
- 2 When booking the appointment, explain it is for the Easy Eye Care service.
- 3 Ask if you are entitled to a free NHS sight test.
- 4 Fill in SeeAbility's "About Me and My Eyes" form to give to the optometrist. You can request this from your opticians practice or download it from our website: www.seeability.org/myeyes
- 5 Go along for your eye test.

For easy read information about having an eye test, visit www.seeability.org/EReyetest
For more information, please call 0808 175 3077 or email easyec@primaryeyecare.co.uk

STRUGGLING WITH ALCOHOL OR SUBSTANCE ABUSE?



If you are finding it difficult to manage **alcohol or substance use** this winter period, support is available in Kendal. **CADAS** (Cumbria Addictions: Advice & Solutions) provides **free and confidential help** to people of all ages, as well as advice and support for families and carers.

WHAT CADAS CAN OFFER

- One-to-one advice and support for alcohol or drug use
- Treatment options tailored to your needs
- Help to reduce risks and improve your health and wellbeing
- Support for families and carers who are affected

CADAS PRINCIPLES AND VALUES

- They will never judge you.
- They will never force you into any belief system.
- Everything they do is based on listening, not lecturing.
- They don't require people to give up using altogether if that's not what they want to do.
- They believe everyone is capable of change.

www.cadas.co.uk

0800 254 5658

Monday – Friday
11am – 5 pm

CONNECT WITH US



Stay connected with us! Scan the QR codes to easily access our Facebook for updates and health tips, website or **registration** area. 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.