



THE JAMES COCHRANE PRACTICE

Newsletter / Summer 2025



www.jamescochranepractice.co.uk



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NEW FACES

We've recently welcomed lots of new faces across our team!

Emily joined us recently as a Senior Pharmacy Technician, and Eloise joined our Nursing team providing Phlebotomy appointments and admin support for our Nurses. We also have 2 new Healthcare Support Workers - welcome, Bev and Mandy!

Colleen, Emily, Jess, Lisa and Lorraine joined our Care Navigator team and are enjoying getting to know our patients.

DR WOOD

At the end of March, Dr John Wood stepped back from his role as GP Partner.

We are delighted that he remains at the practice as a Salaried GP and GP Trainer and will continue to see our patients.

DR HODGSON

You might have seen Dr Sorcha Hodgson in practice who has been completing the final stages of her GP training.

We are thrilled that Dr Hodgson joins us as a GP Partner in August!

HAVE YOU SEEN OUR NEW UNIFORM?

We recently launched a new uniform for our Care Navigators and other staff working in administrative and management roles. We are really pleased with it and patients have commented that we look very professional and that they like that we're easily identifiable. We're glad you like it!

Car parking

Parking spaces at Helme Chase are very limited. There is some on street parking available outside Maude Street, but again this is very limited.

Please plan ahead and allow yourself extra time to find a space. We don't want you to miss your appointment whilst searching for parking, which is important for you and others waiting for their appointments.

There are bus stops close to both Helme Chase and Maude Street too!



Book your Flu & Covid vaccine now!

Eligibility criteria for Covid vaccines has changed this year

You are only eligible for a Covid vaccine if you are:

- 75 or over
- Immunosuppressed

In previous years, patients aged 65 and over were eligible for a Covid vaccine, this criteria has changed this year. However, if you are 65 and over please do still come for your flu vaccine!

Did you know that by having your flu vaccine with us, you are helping us?

For each flu vaccine that **we** administer, the practice receives a payment. The money generated from flu vaccinations has contributed to several improvements across the practice such as an extended kitchen area at Helme Chase; the introduction of rise-and-fall desks at both sites, allowing staff to work more flexibly throughout the day; and new bike lockers at Maude Street, enabling staff to cycle to work if they wish. This income also supports ongoing training for our nursing team and helps us invest in new or improved medical equipment.

The important thing is that all our at risk patients are vaccinated, but if we can vaccinate as many of our eligible patients as possible, it would certainly help us!

Book your Appointment now

- Via your NHS App
- Send us a Message via our website
- Call us on 01539 760760
- Come and see us

Attending your Appointment

- Please do not arrive more than 10 minutes before your appointment
- Our car park will be very busy, please be mindful and use alternative transport or park elsewhere if you can

Who can have a Flu vaccine?

The flu vaccine is recommended for people at higher risk of getting seriously ill from flu:

- Aged 65 or over
- Have certain long term health conditions
- Are pregnant
- Live in a care home
- Are the main carer for an older or disabled person, or receive a carers allowance
- Live with someone who has a weakened immune system

Who can have a Covid vaccine?

Getting the covid vaccine can reduce your risk of getting severe symptoms and help you recover more quickly if you catch Covid.

You are eligible if you are:

- Aged 75 or over*
- Are aged 6 months to 74 years and have a weakened immune system
- Live in a care home for older adults

*This has changed this year

We're looking forward to seeing
our eligible patients soon! 😊

If you are eligible we can vaccinate you against



RSV

The RSV vaccine helps protect against respiratory syncytial virus (RSV), you are eligible if you are:

- Aged 75-79
- If you turned 80 after 1st September 2024, you're eligible for the RSV vaccine until 31st August 2025



SHINGLES

The shingles vaccine helps reduce your chances of getting shingles, and reduces your chances of getting serious problems if you do get shingles. You are eligible for the vaccine if you:

- Turned 65 on/after 1st Sept 2023
- Are aged 70 to 79
- Are aged 50+ and have a severely weakened immune system



PNEUMONIA

The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis. You are eligible for the vaccine if you:

- Are aged 65 or over
- Are at higher risk of getting seriously ill

Babies also receive the pneumococcal vaccine at 12 weeks and 1 year, parents will be contacted

To book

We will contact eligible patients over time but if you think you're eligible you can contact us and book

- call us on **01539 760760**
- send us a message via our website or at <https://accurx.nhs.uk/patient-initiated/a82026>

OUR PHONES HAVE A CALL BACK FEATURE

When there are 10 or more callers in the phones queue, our system has a call back feature that allows you to put the phone down, and we will call you back whilst maintaining your place in the queue.

Please be assured that **it is safe, you wont lose your position in the queue** (it is held), and **we WILL call you back.**

CALLING DISPENSARY (OPTION 2)

Open 9.00am - 12.00pm and 3.00pm - 5.00pm Mon-Fri

Call us if you have **questions about your medication** - you can also message us via the link on our website.

We **cant take medication orders over the phone**, please use the NHS app or post your reorder slip in the box at the surgery.

PHONING FOR RESULTS?

Please call us after 11.00am.



BUSY MONDAYS

On an average Monday our Care Navigators can take around 600 calls, Monday mornings are our busiest times by far.

If you are calling on a Monday morning, and your call is not urgent please consider sending us a message or calling back at another time and you might not have to wait as long for us to answer your call! You will also free the line up for people with urgent queries meaning we can get to their call a little sooner.

If you would like to know if your prescription is ready at the pharmacy, please contact them directly - unfortunately we cant help you with that one 😊

Please make a note of your pharmacy's number

Asda - 01539 742410

Boots - 01539 720180

Flookburgh - 01539 58298

Gillingate - 01539 720461

Maude Street - 01539 720152

Rowlands Milnthorpe - 015395 65900

Staveley - 01539 821222

Well Helme Chase - 01539 737953



MINOR INJURIES: New Guidance for Patients

From 1st April 2025 your local GP Surgery is no longer commissioned to undertake consultations for minor injuries.

For common injuries including those listed below, please visit either Kendal Urgent Treatment Centre, Westmorland General Hospital or Accident & Emergency, Royal Lancaster Infirmary.



SPRAINS



BURNS



DISLOCATION



LACERATIONS



ANIMAL BITES



HEAD INJURY



MUSCLE STRAIN



CONTUSIONS

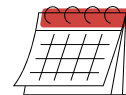


SUPERFICIAL INJURIES



For any questions or concerns in regard to commissioning services please contact the Patient Experience Team at Lancashire & South Cumbria Integrated Care Board: lsicib-fw.patientexperience@nhs.net or call 0300 373 3550.

DATES FOR YOUR DIARY



- **Mon 18th Aug** - Last day to order prescriptions to be ready before Bank Holiday
- **Mon 25th Aug** - Bank Holiday - CLOSED
- **Sat 6th Sept** - Menopause Café at The Bakery at No.4
- **Wed 17th Sept** - CLOSED from 1.00pm (staff training)

NHS APP – TURN ON NOTIFICATIONS TO RECEIVE MESSAGES FROM US

Did you know that we can send you messages via your NHS app?

In your app, go to your account (the person icon in the top right), then scroll down to **settings**, and select **notifications** - and turn them **ON**

We have an allocation for the number of text messages we can send to patients, but if we send them via the NHS app it doesn't come off our allocation!

So if you're happy to turn on your NHS app notifications, you'd be helping us!

If you don't want to, that's fine too. We can still send you text messages as usual :)

Menopause Cafe

THE BAKERY AT No4

Kendal

10.00am - 12.00pm

**Saturday
6th September**

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



Coffee, cake, chat about Menopause

thank
you

to the very dedicated members of our patient group who have guided us on what information to include in this newsletter

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