



Partners

Dr Richard Russell	BSc, MB ChB, MRCGP
Dr John Wood	MB ChB, MRCGP
Dr Paul Atkinson	MB ChB, MRCGP
Dr Ed Clarke	MB ChB, DCH

Salaried GP's

Dr Simon Jones	MBBS (hons), MRCGP, DFFP, DRCDG, DTMH
Dr Joanne Richardson	MBBS, MRCGP, DFRH
Dr Kathryn Boniface	BM, MRCGP, DCH

How to access us



CALL - Telephone 01539 718080 (option 1 for appointments & general enquiries, option 2 for medication queries)



CLICK - Register for AskMyGP online (www.my.askmygp.uk/?c=A82026#/intro), or see our website)



COME IN - A personal visit to the surgeries

Who can help

GPs or Nurse Practitioners

How to access:

- CALL
- CLICK
- COME IN

After contacting us, we will contact you to arrange a consultation or direct you to the most appropriate care. We will try, where possible, to contact you at a time that is most convenient for you, via your preferred method of contact.

Specialist Nurses

What do they see:

Review of your Long Term condition

- Diabetes
- Asthma
- COPD
- CHD
- Hypertension
- Hypothyroidism

How to access:

- CALL
- COME IN

Practice Nurses

What do they see:

- Dressings
- Family Planning, Sexual health and Women's Health
- Vaccinations, including children's and travel immunisations
- Suture Removal

How to access:

- CALL
- COME IN

Clinical Pharmacists

What do they see:

- Medication Reviews

How to access:

- CALL
- COME IN

Healthcare Support Workers

What do they see:

- Blood Tests
- BP Check
- Spirometry
- INR
- ECGs
- Health Checks (CLICK to book online via patient Access)
- New Patient Medicals

How to access:

- CALL
- COME IN

Other Services

- Minor Surgery
- FREE Appliance Delivery Service
- FREE Medication Delivery Service (for dispensing patients)
- Other Non-NHS Medical Services
- South Lakes Dermatology Service
- South Lakes ENT Service

How to access:

- CALL
- COME IN

Please see our website for further details

Prescriptions

Repeat prescriptions can be ordered:

- Online, via Patient Access
- Hand in your B-side, ticking each of the items you require
- Through your Pharmacy of choice
- In person, at either site

Please state clearly where you would like to collect your prescription from.

Allow a minimum of 2 working days for us to process your prescription. If you collect your medication from a Pharmacy, please allow them a little extra time.

If you live more than 1.6 kilometres outside of Kendal, but still within our boundaries, we can dispense the medication to you. You can collect your medication from either surgery or we can deliver it to you free of charge.

Access our services online via:

AskMyGP

Register online

- Supports you to access clinical advice, quickly
- Submit your query online
- Same day response where possible if your query is submitted before 5.00pm
- We will contact you with advice or an appointment, via your preferred method

Access via:

- Our website www.jamescochranepractice.co.uk
- www.askmygp.uk/?c=A82026#/intro


Patient Access

Register in practice

- Book Flu Vaccines & Health Checks
- View your medications and order repeat prescriptions
- View your test results
- Look at documents such as hospital letters
- View your recorded allergies and adverse reactions
- Look at what immunisations you have had
- Read your recent consultations
- Update your contact details
- View your recorded coded data and values

Access via:

- www.patientaccess.com
- Available as an app for iOS and android



Suggestions, Comments and Complaints

Our Practice Business Manager, Mr Adrian Eglinton, would be happy to hear your views and suggestions about the services we provide. He will also help to resolve any complaints.

We operate an NHS recognised 'Practice Complaints Procedure'. Please ask in practice, or see our website, if you would like more information.

Surgery Facilities

There is **wheelchair access** through the main entrance at both surgeries. Wheelchairs are also available on request at both surgeries.

If you are using a hearing aid with a 'T' switch, there is a built in **induction loop** at both surgeries

Changing tables and nappy disposal bins are provided in the patients' toilets at each surgery.

Antonia Coathup our Office Manager speaks **Portuguese**. If you require a **translator** for your appointment please ask the receptionist when booking your appointment.

If you require any help or have any questions, just ask one of our Front of House team, who are happy to help in anyway they can.

Attached Staff and Useful Contacts

District Nurses	01539 715200
Health Visitors	01539 718155
Midwives	01539 795375



Car parking for patients is available at Helme Chase Surgery. Patients attending Maude Street Surgery will find on road or multi-storey car parking nearby.

Opening Hours

	Come in		Call	Click
	Helme Chase	Maude Street	01539 718080	AskMyGP
Monday	08:00 - 19:30	08:00 - 17:00	08.00 - 18.30	07.00 - 18.30
Tuesday	08:00 - 19:30	08:00 - 17:00	08.00 - 18.30	07.00 - 18.30
Wednesday	08:00 - 19:30	08:00 - 17:00	08.00 - 18.30	07.00 - 18.30
Thursday	08:00 - 19:30	08:00 - 17:00	08.00 - 18.30	07.00 - 18.30
Friday	08:00 - 19:30	08:00 - 17:00	08.00 - 18.30	07.00 - 18.30
Saturday	CLOSED			
Sunday	CLOSED			

For out of hours medical advice and healthcare please telephone **NHS 111**