



THE JAMES COCHRANE PRACTICE

Newsletter / Autumn/Winter 2025

 www.jamescochranepractice.co.uk  [@TheJamesCochranePractice](https://www.facebook.com/TheJamesCochranePractice)  [@JamesCochranePractice](https://www.instagram.com/JamesCochranePractice)

WELCOME, DR MUNSCH

We were very pleased to welcome Dr Greg Munsch as a GP Partner at the start of October. You might have already met Dr Munsch in practice as he has worked with us as a GP Locum on occasions.

Dr Munsch is delighted to be part of The James Cochrane Practice Team and looks forward to contributing to our ongoing development and the care we provide to our community.

DR MUNRO

Dr Cath Munro stepped back from her role as GP Partner in October.

We are very pleased that Dr Munro remains at the practice as a Salaried GP and will continue to see our patients, offering her usual GP clinics including women's health.

NEW FACES

We extend a very warm welcome to Isobel and Lucy who have recently joined our Dispensary team, and Milly who has joined our Care Navigator team.



NO ROOM AT THE INN?

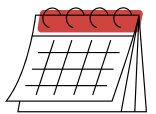
We've made some....

If you've been to Maude Street recently, you might have heard a few extra bangs and seen a bit more dust than normal.

We have been having some building work completed to create an extra consulting room downstairs which will be used for Phlebotomy and Health Checks, and 2 extra Telephone Consultation rooms upstairs.

'Space' can be an issue for us, so these changes will give us a bit more wiggle room and we're very pleased. Thank you to the wonderful workers who have helped us create these spaces. There might be more to come...

DATES FOR YOUR DIARY



- **Wed 17th Dec** - Cut-off date for ordering medication prior to Xmas and New Year Bank Holidays
- **Thurs 25th Dec** - Bank Holiday - CLOSED
- **Fri 26th Dec** - Bank Holiday - CLOSED
- **Thurs 1st Jan** - Bank Holiday - CLOSED
- **Sat 17th Jan** - Menopause Café at The Bakery at No.4
- **Sat 24th Jan** - Patient Participation Group Meeting
- **Thur 12th Feb** - CLOSED from 1.00pm (staff training)



NEW - MEN'S HEALTH CLINIC



A pocket of time, for you to use as you'd like

Who will I see?

The clinic is held by Dr Richard Russell. You can also have an appointment with a Healthcare Support Worker beforehand who can do your blood pressure and take some bloods, including cholesterol and PSA if you'd like.

Who is it for?

Any males aged 18 or over

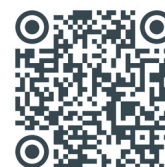
What sort of things do we cover?

What ever you want to cover. Previously we've chatted about general wellbeing, lifestyle, more specific medical queries, and we've done some prostate examinations. If you have some blood tests before the appointment, we can talk about those too.

How do I book in?

Its easy. Give us a call, send us a message via the link on our website, or scan this QR code to message us.

Ask for an appointment in the Men's Health Clinic



Men that have attended these appointments have told us that they love the idea of it, that they feel listened to, and that its good to be asked about different things. They've also commented on how they find it so easy to book.

If this isn't you, but you know someone or have a loved one that might benefit, please let them know.

THERE'S STILL TIME TO HAVE YOUR FLU VACCINE

Our winter vaccine season is well underway and it has been wonderful to see so many of our patients coming through the doors to get protected from flu and covid.

Thank you to everyone who has received their vaccine with us—your support truly makes a difference. Each flu vaccine we administer provides essential funding for the practice, so choosing to have yours at the practice really helps.

Nearly 150
2 & 3 year olds have had
their nasal flu vaccines

Over 3000 flu
vaccines given to
adults since 1st
October

Over 1200
eligible patients
have had their
Covid vaccine

We do still have some flu vaccines left, if you are eligible and would like a flu vaccine, please give us a call on 01539 760760 (option 1) and we'll book your slot.

If you're not sure if you are eligible, please visit www.nhs.uk and search 'flu vaccine'.

We can no longer offer Covid vaccines.

🚫 NO MORE MEDICATION REQUESTS BY TELEPHONE FROM 1ST JAN 2026 🚫

Why are we making this change?

Taking medication requests by phone can lead to errors with drug names or dosages. Written and digital requests are safer and leave a clear record. Handling phone requests is time consuming and blocks phone lines for patients who need urgent medical help.

📌 How to Order Your Medication:

You can still request your repeat prescriptions using these safer, more efficient options:

- 📱 NHS App (recommended)
- 💻 Online via Patient Access or our website
- 📄 Dropping off your paper request at the surgery

We understand that not everyone can use digital services and may still need to phone. This may include:

- 🚫 Patients with no access to online services
- 👴 Elderly or frail patients who are housebound
- 🧠 Patients with learning difficulties
- ♿ Patients with disabilities
- 🧑 Carers or relatives ordering on behalf of vulnerable patients

Please speak to our Dispensary team for more information!



WHAT IF I WANT TO GO PRIVATE?

Sometimes, people choose to have part of their healthcare provided privately — for example, to get a quicker appointment or a second opinion. If you're thinking about this, it's helpful to know how NHS and private care fit together.

One condition = one type of care

If you decide to have treatment for a particular condition privately, then anything directly linked to that treatment — such as scans, blood tests, or follow-up appointments — should be arranged privately too. The NHS shouldn't provide tests that are needed specifically for private treatment. Please note that private prescriptions need to be paid for separately and aren't covered by the NHS.

You can switch back to the NHS

You're always free to return to NHS care whenever you choose. Your private specialist can also refer you back to the NHS if needed. When you return, the NHS team may reassess you and repeat certain tests to ensure everything is up to date. You will then continue on the standard NHS waiting lists.

Your NHS care continues as normal

NHS and private care can run side by side.

Having private treatment for one issue does not affect your NHS care. You can continue to use NHS services for all other health concerns, including GP appointments, routine screenings, and treatment for unrelated conditions.

Emergency care is always NHS

If you ever need urgent or emergency treatment, it will always be provided by the NHS, no matter what other private care you're receiving.

We are unable to recommend individual private providers, so you will need to select a provider that works for best for you.

A DAY IN THE LIFE OF OUR DELIVERY DRIVER, NICK

"I start my day by checking that the electric van is fully charged and safe to drive. Then I look over the delivery schedule and plan the most efficient route. This includes an internal mail run to our colleagues at Maude Street.

My first deliveries are usually in and around Kendal, we have a service that provides and delivers supplies such as dressings and catheters to patients, including the Care Homes. We also deliver for patients at Station House Surgery, so I pop in there to collect their deliveries too. After that, I head back to Helme Chase to drop off internal mail and pick up any additional medications that have arrived from our suppliers.

Once the town deliveries are finished, I move on to the rural drops. These are grouped into specific areas to make the delivery process more efficient.

One of the most satisfying parts of my day is knowing I'm providing a service for patients who might otherwise struggle to reach our Dispensary at Helme Chase—especially when the weather makes travelling difficult at this time of year. "

If you live more than 1 mile away from a pharmacy, we can:

- Deliver your medication to your home, free of charge
 - Our delivery drivers will deliver your medication straight to your door. (Monday – Friday, 10:00 – 15:00)
 - No need to order – we will arrange to deliver your medication every 4 weeks.
- Dispense your medication at the practice – no need to go to a Pharmacy
- Organise Automatic Repeat Dispensing for you – no need to order your prescription

Appliance Delivery Service with free delivery:

- Catheters and urine bags
- Dressings
- Stoma bags

Available to anyone living in Kendal and the surrounding areas, you don't need to be a patient of the practice.



Speak to our Dispensary team for more information –01539 760760 (option 2)

CHRISTMAS & NEW YEAR OPENING HOURS



MEDICATION ORDERING DATES

The last day to order your medication
before Christmas Day and New Years Day
is **WEDNESDAY 17TH DECEMBER**

	Helme Chase	Maude Street	Helme Chase Dispensary	Online	Phones
Tuesday 23 rd December	8am-6.30pm	8am-5pm	8am-5pm	8am-6.30pm	8am-6.30pm
Wednesday 24 th December	8am-6.30pm	8am-1pm	8am-6.30pm	8am-6.30pm	8am-6.30pm
Thursday 25 th December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Friday 26 th December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Saturday 27 th December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Sunday 28 th December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Monday 29 th December	8am-8pm	8am-5pm	8am-6.30pm	8am-6.30pm	8am-6.30pm
Tuesday 30 th December	8am-6.30pm	8am-5pm	8am-5pm	8am-6.30pm	8am-6.30pm
Wednesday 31 st December	8am-6.30pm	8am-5pm	8am-6.30pm	8am-6.30pm	8am-6.30pm
Thursday 1 st January	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Friday 2 nd January	8am-6.30pm	8am-5pm	8am-6.30pm	8am-6.30pm	8am-6.30pm

*From all of us at the Practice,
we hope you have a
wonderful Christmas
and New Year*

