**Temporary List Suspension**

**Narrowcliff Surgery and Newquay Health Centre**

**from 1 July 2023**

Narrowcliff Surgery and Newquay Health Centre have temporarily suspended new patient registrations to their lists with effect from 1 July 2023.

The guidance below has been created to help patients with the registration process from this date.

**Why is this happening?**

We have to be able to provide a safe service for all of our patients. If we continue to take on more patients without extra space for our team to deal with the extra work that this brings, we will not be able to meet this essential need.

Newquay has seen a large increase in population over the last 10 years. It is expected that over the next 6 years the population will be around 45,000.

Current general practice buildings are designed to accommodate 32,000 patients.

Over the past decade, both practices have made changes to the buildings to provide more rooms so we can take on more patients.

Alongside this we have been working to secure suitable accommodation for the number of patients being served. We are doing this with the local NHS services that commission general practice. This has been ongoing and is at an advanced stage, but the project is stalled due to funding challenges.

This is why we have taken the step to temporarily suspend our lists to new registrations.

**What does this mean for patients who are already registered and their children?**

If you are already registered with either practice, there is no change to the service you receive.

Immediate family of existing patients, who are living together in the same household, will be able to register with the same practice.

**What does this mean for residents in a care setting?**

A patient who is resident in a care home or nursing home will be able to be registered as normal.

**What If I am not registered by 1 July 2023?**

If you are new to the area, or have been living here and have not registered with a GP practice, the first step is to use the online [NHS ‘Find a GP’ service](https://www.nhs.uk/service-search/find-a-gp). Enter your postcode and press Search. If a neighbouring surgery shows as accepting new patients, you should contact them to register.

If you live in a location that is served only by our Newquay practices, you will need to contact NHS Cornwall and Isles of Scilly integrated care board (ICB) in one of the ways below:

Email: ciosicb.primarycare@nhs.net

Telephone: 01726 627711

Complete this form and return to the ICB by email

**How long will the temporary suspension last?**

It will be reviewed at regular intervals with the ICB.

**My problem is an emergency. What do I do if I am not registered because of the temporary suspension?**

For any life-threatening emergency, you should always contact the emergency services by ringing 999.

Both of our practices will continue to treat a non-registered patient where clinical symptoms show that treatment is needed on an ‘immediately necessary’ basis.

If you need urgent advice in a non-emergency situation, please use [111 online](https://111.nhs.uk/) or phone 111.

A local minor injury unit (MIU) can help with the following needs:

* Cuts, lacerations, abrasions
* Simple local infections
* Cellulitis within 5 days of an injury
* Suspected minor fractures
* Animal and human bites
* Insect bites and stings
* Removal of foreign bodies
* Soft tissue injuries
* Epistaxis
* Minor head injuries
* Burns
* Bruises due to trauma
* Eye injuries