



Narrowcliff Surgery

Patient Newsletter

January 2025

Happy New Year!

As we welcome in 2025, Narrowcliff Surgery wishes all our patients a happy and healthy new year!

We would like to thank you all for the support you have given to our practice over the last 12 months and are delighted to share that the 2024 patient survey results showed that 93% of you have a good overall experience of our practice. That's a whopping 19 percentage points above the national average!

We hope you will find this newsletter useful and informative.

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Do more with the NHS App!

- 🔗 Order repeat prescriptions
- 📅 Book appointments
- 👁️ View your records
- And much more...



CHANGES TO BOOKING APPOINTMENTS

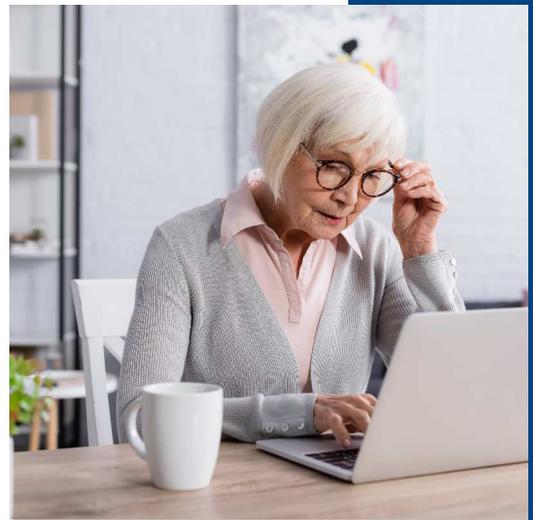
Starting Monday 27th January 2025
Narrowcliff Surgery will begin a trial of
online triage for all patients requesting a
GP appointment.

Narrowcliff Surgery was one of the first practices in Cornwall to adopt telephone triage in 2006. Whilst this has been very successful, and we are very proud of the access to GP appointments that we offer, we are now in a position where the demand and pressure on our services is unprecedented. We therefore have to change the way we review GP appointments to allow GPs to better manage their clinic time in an increasingly busy environment and growing population, by allocating appointments based on clinical need. This will ensure that GPs have enough time allocated on a daily basis to treat urgent cases first.

For the last few years we have offered online access to a triage system and many patients will already be familiar with it. All patients requesting a GP consultation should now do so by using the online consultation form which can be found within the Appointments section of the Narrowcliff Surgery website.

We ask that you use the online form in the first instance to keep the telephone lines free for those who do not have access to the internet.

We aim to triage incoming requests within 4 hours of receipt. If your problem is clinically urgent you will receive a telephone call from a GP the same day. Routine queries will be pre-booked ahead, or for certain minor ailments you may be referred to a pharmacy or other health professionals.



We understand that changes to systems can be unsettling for some patients, especially those without access to the internet.

Patients without internet access will be asked to complete the triage form verbally with a telephone receptionist. The request will then enter the same system and be treated in the same way as requests received via the website. As always, our reception team will be happy to help our patients navigate the new system.

Online triage systems are now being used successfully at the majority of GP practices across the UK. We hope that you feel able to support Narrowcliff in this move as we embrace the technologies available to us to improve efficiency and sustainability within the practice. We thank you all for your patience and understanding throughout this change.

FAQS

ONLINE TRIAGE SYSTEM



Here to help

If you are struggling, please ask our reception team for help.

How do I get a GP appointment?

Complete the online consultation form. We will triage your request and if a GP appointment is required you will be allocated a telephone appointment within a clinically appropriate timeframe. If the doctor needs to examine you, they will contact you to arrange a face to face appointment at a mutually convenient time.

Will I still be able to see my GP?

Yes. We value continuity of care and will always try to book your appointment with your own GP wherever possible.

Why do I have to give information about my problem on a form?

The online form is treated with same confidentiality as any other form of contact with the surgery. Describing your medical problem enables us to allocate appointments based on clinical need. It is also helpful for the doctor treating you to have some basic information before calling you. If you do not disclose your symptoms we will not be able to ascertain the level of urgency and your request will be allocated a routine callback within 2 weeks.

What should I do if I don't have access to the internet?

If you do not have internet access please contact us by phone. A receptionist will complete the online consultation form with you verbally.

I need medical help urgently. Do I still need to use the online form?

Yes – your request will be triaged and urgent cases will get a call from a GP the same day. If you have a potentially life-threatening illness or injury you should always call 999.

The online consultation says it is temporarily unavailable.

We accept requests between 0800 and 1600 Monday – Friday. Phone lines are open until 6pm. Overnight please call 111 for urgent assistance.

Can I still contact the surgery by telephone?

Yes. Our team of telephone receptionists are here to help. GP appointments and administrative queries will now mainly be accessed online, but we understand that not all patients have internet access. If you are able to utilise the online system we would encourage you to do so, thereby keeping the phonelines available for patients who are not able to access our services online.

Narrowcliff Staffing Update

We welcome to the Narrowcliff Team Dr Meredith, who will partner with Dr Femi, and Nurse Ruby who will be taking general clinic. Nurse Hannah is now on maternity leave following the arrival of a beautiful baby girl!



POSSIBLE DISRUPTION

Starting Monday 6th January 2025 we are expecting some road and parking disruption in and around Narrowcliff.



We apologise for any inconvenience and thank you for your patience with this situation.

Roadworks around the Edgecumbe Avenue turning continuing until end of March. Please allow extra time to get to your appointments in case of delays.

Narrowcliff Surgery building repairs continuing for 6-8 weeks affecting the car park.

We respectfully ask that during this time the surgery car park be used only by vulnerable or disabled patients. There is a large pay and display car park behind the surgery, alternatively you may wish to consider on street parking or public transport.

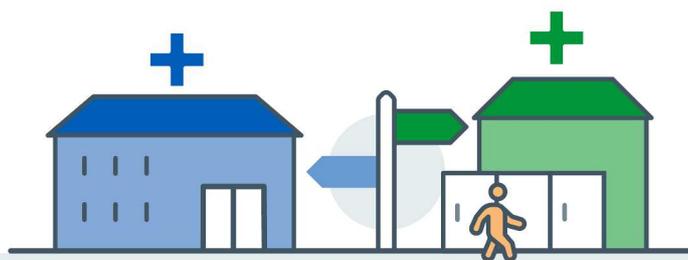
There is also likely to be some noise disruption to patients using the surgery during these works.

PLEASE ALLOW PLENTY OF TIME TO GET TO YOUR APPOINTMENTS

Do more with the NHS App!



NHS App



Our practice is working closely with local pharmacists to support you with a range of minor health conditions.

PHARMACY FIRST

QUICK, CONVENIENT HELP FOR MINOR AILMENTS

When you call us with one of the 7 minor ailments detailed here, our Receptionists may ask you some questions then refer you to a local pharmacy of your choice for treatment.

This national scheme aims to free up GP appointments for patients who need them most and gives quick, convenient access to quality healthcare. Includes the supply of appropriate medicines for 7 common conditions including earache, sore throat, and urinary tract infections, aiming to address health issues before they get worse.

Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service



Clinical pathway	Age range
Acute otitis media*	1 - 17 years
Impetigo	1 year+
Infected insect bites	1 year+
Shingles	18 years+
Sinusitis	12 years+
Sore throat	5 years+
Urinary tract infections**	Women 16 - 64 years

*Also known as ear infection

**Uncomplicated cases only



DRY JANUARY[®]
by Alcohol Change UK

Healthier insides.
Fuller wallet.
Deeper sleep.
Boosted energy.
Sharper concentration.
Mindful year-round drinking.



DRY JANUARY[®]
by Alcohol Change UK

Double your chances of a successful Dry January[®] challenge with the free Try Dry[®] app
dryjanuary.org.uk

If you're taking on the Dry January challenge well done! There are numerous benefits to giving up alcohol and we are here to help.

Your GP is your first port of call for alcohol problems.

They will be able to provide confidential advice and refer you for extra support.

Please go online and complete an e-consult form for help with giving up alcohol.

January is Cervical Cancer Awareness Month

Each year, over 3,200 women are diagnosed with cervical cancer in the UK.

Cervical screening saves at least 2,000 lives each year in the UK.

Please book your screening at the surgery when you receive your invite - it could save your life.



CERVICAL CANCER
AWARENESS MONTH

our Cornwall guide to

WINTER Wellbeing



OUT NOW

2024 - 2025

www.cornwall.gov.uk/winterwellbeing

This year's Winter Wellbeing guide is full of useful advice and support on keeping warm, well, safe, happy and informed during the colder months.

You can pick up a paper copy at NHS or council premises including libraries or access the guide online:



<https://www.cornwall.gov.uk/health-and-social-care/public-health/public-health-campaigns/winter-wellbeing/>

Useful Numbers

Samaritans - 116 123

Age UK - 0800 678 1602

Alcoholics Anonymous - 0800 917 7650

Cruse Bereavement Care - 0808 808 1677

Men's Adviceline - 0808 801 0327

Narcotics Anonymous - 0300 999 1212

National Debt Helpline - 0808 808 4000

Relate Relationship Support - 0300 003 0396

Shelter - 0808 800 4444

Women's Adviceline - 0808 200 0247



Pot Noodle Ministries Soup Kitchen

January 10th - February 28th

For anyone in need of a warm welcome and warm food this winter.

Fridays 12.30 - 2.30pm

@ The Storehouse Marcus Hill Newquay
(Opposite the Tourist information Centre)

Saturday Outreaches 11am - 1pm

Newquay High Street
Offering Hot Pot Noodles

Newquay Food Bank

Mon 11.30am - 1.30pm @ St Michaels Church
Tue 10am - 12 noon @ St Columb Minor Church
Fri 11.30am - 2.30pm @ St Michaels Church
Sat 10am - 12 noon @ St Columb Major Church

Soul Food

Thursdays 3.30pm - 5pm
Cooking together a meal

@The Store House Marcus Hill Newquay
(Opposite the Tourist Information Centre)

Salvation Army Church

Monday and Thursdays 10am - 12.30pm
Community Café
20 Crantock Street Newquay TR7 1JR

Are you in a mental health crisis?

Then call...

111

option 2



First Response Service

Narrowcliff Surgery is proud to part of Cornwall Greener Practice



We are part of a network of people encouraging action on sustainability in primary care.

Sustainable healthcare aims to work in partnership with patients and communities to improve health, whilst reducing the impacts of the climate and ecological crisis.

We need your help!

There are small actions you can take to support us in reducing our carbon footprint, such as considering your transport, reducing waste and making use of online services.



Green Tips!

Medicines Waste

Don't order more than you need.

Check your bag before you leave the pharmacy - unwanted items can only be reused if they have not left the pharmacy.

Active Travel

If you are able, why not consider walking, cycling or using public transport next time you need to visit us.

Go Online

Do you really need a print-out of your results? An appointment card? These can all be managed online using the NHS App. Ask our reception team to help get you started.

SOCIAL PRESCRIBING



Social prescribing recognises that people's health and wellbeing are determined by a range of social, economic and environmental factors, and seeks to address people's needs in a holistic way.

It helps to support you to take greater control of your own health.

You can be referred for a variety of local, non-clinical services to help with loneliness, weight management, active lifestyle and much more, all within your own local community.

Contact your social prescribers via the surgery - speak to a receptionist or GP for help accessing this service.

Newquay Pain Café

The Pain Café is a peer support group for people with pain. The aim is to create a space (either in-person or online) to meet, learn and share tips and experiences.

Next Meeting: Monday 20th Jan @ Storehouse Newquay

julie@storehousenewquay.co.uk

Wellbeing Walks

Why not join one of our wellbeing walks for some gentle exercise and get to know new people?

Scan the QR code below to sign up.

Newquay Zoo

Fridays 9:45am

Meet at zoo entrance

Newquay Boating lake

Tuesdays 9:45am

Meet at back door of

Lakeside Café





Narrowcliff Surgery

THANK YOU FOR READING!

For further information on anything in this newsletter or to give feedback, please email narrowcliff.surgery@nhs.net

Do more with the NHS App!

