



Narrowcliff Surgery

Patient Newsletter

July 2025

Welcome to the July Newsletter

It's been a busy time over the last few months here at Narrowcliff, and if you've contacted us recently you will have noticed a few changes to our procedures.

We would like to thank all of our patients again for their support as we move towards a more efficient way of serving the growing community of Newquay.

We wish you you all a healthy and fun-filled summer!

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Do more with the NHS App!

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



The Friends And Family Test

The Friends And Family Test is a quick and anonymous way to give your views after receiving NHS care or treatment.

We may contact you by text message after your appointment to ask for some feedback to help us improve our service.

We are delighted to share that our results from the last quarter showed 97% of respondents to our survey reported that the care they received at Narrowcliff was good or very good.

Thank you to all our wonderful Narrowcliff staff for their continued hard work and kindness!



"I work for a doctors surgery myself and I feel very lucky to be a patient at Narrowcliff. Everyone there is always brilliant"

"My doctor is amazing super helpful and made me feel very comfortable"

"The nurse was excellent in every respect, on time and reassuring"

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

Are you in a mental health crisis?

Then call...

111
option
2

NHS

First Response Service

Do more with the NHS App!



NHS
App



APPOINTMENT BOOKING PROCEDURES

The online consultation system is now firmly established and working well since its introduction earlier this year.

All requests for GP appointments should now be made using the online consultation. This allows us to keep our phone lines clear for patients who do not have internet access.

Our receptionists are still here, and happy to help if you need guidance. If you do not have access to the internet please continue to contact us by phone.

EMERGENCY OR ROUTINE?

When you request an appointment, you may be asked whether your medical problem is an emergency or routine.

This allows us to prioritise the patients with the most urgent medical needs.

Routine problems, such as ongoing medical conditions will be pre-booked for a telephone appointment within the next two weeks.

PHARMACIST APPOINTMENTS

Sometimes you may be offered a telephone consultation with a pharmacist instead of your GP.

At Narrowcliff Surgery, we're committed to ensuring you receive the right care from the right healthcare professional within an appropriate time scale.

Pharmacists are experts in medicines and can help with a wide range of conditions, including reviewing and adjusting medications and managing long-term conditions like high blood pressure. This frees up GP appointments for complex cases, ensuring you get the care you need.

Meet Your Narrowcliff Pharmacist Team!

Emma



Mere



Kirsty



Lian



NEW CLINIC!

Narrowcliff Surgery welcomes the introduction of a new face-to-face service to support patients to quite smoking.

The clinic takes place in the beautiful setting of Newquay Orchard.

To book an appointment please submit an online consultation or contact Reception.



FREE Stop Smoking Support

Newquay Orchard Wellbeing Space
Every other Wednesday
Appointments available 9.30am - 1.30pm

Our friendly and supportive team can help you quit for good!

- ✓ 1-1 confidential support with trained Stop Smoking Advisors
- ✓ Quitting aids available include vapes & Nicotine Replacement Therapy
- ✓ Referral to other Healthy Cornwall services if required

Ask your GP or Health Professional to refer you today.



Or self refer at www.healthycornwall.org.uk

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NHS App

IMPORTANT INFORMATION: Mounjaro

We are currently receiving a high volume of requests for the weight loss drug Mounjaro (Tirzepatide).



The criteria to be prescribed Mounjaro on the NHS are very strict:

BMI of 40+

(37.5 for ethnic minority backgrounds)

And four of the following conditions:

Type II Diabetes

High Blood Pressure

Heart/Vascular Disease

High Cholesterol

Obstructive Sleep Apnoea

For those who are not eligible, there are other ways to access weight loss support:

Oviva



Oviva offers a weight loss programme available on the NHS led by experienced doctors. It lasts 12-24 months, and covers everything from your eating habits and mental health, to your exercise routine and nutritional needs. You may be offered weight loss medications.

<https://oviva.com/uk/en/>

Healthy Cornwall



Support for all ages and abilities to lead a happier, healthier lifestyle. They offer a variety of online tools, local support groups and digital programmes for weight management.

<https://www.healthycornwall.org.uk>



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. This includes the supply of appropriate medicines for 7 common conditions (a pharmacist can prescribe antibiotics for these) 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*



Good Luck to Dr Lee

Padstow to Rock Swim for Marie Curie!

We're proud to share that one of our Narrowcliff GPs, Dr Lee, will be taking on the Padstow to Rock Swim this August – an open water challenge across the Camel Estuary – to raise money for the wonderful charity Marie Curie.

Making the event even more special, she'll be completing the challenge swimming alongside her lovely daughter Meg!

Marie Curie provides expert care, guidance, and support to people living with terminal illness and their families, both at home and in hospices across the UK. Their work makes a real difference to so many lives here in Cornwall, and we're thrilled that Dr Lee is supporting such a vital cause.



We wish Dr Lee and Meg the very best of luck with their challenge!



If you'd like to sponsor Dr Lee, you can do so by scanning the QR code or by popping a donation into the collection box at reception.



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.



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.



COMMUNITY PHARMACY CORNWALL INHALER RECYCLING



EVERY PRESSURISED METERED DOSE INHALER (PMDI) THROWN AWAY IS FULL OF HUGELY POLLUTING HYDROFLUOROCARBON (HFC) GASES - THESE ARE A TYPE OF GREENHOUSE GAS KNOWN TO BE OVER A THOUSAND TIMES WORSE THAN CARBON DIOXIDE IN CONTRIBUTING TO CLIMATE CHANGE.

INHALERS ALONE ARE ESTIMATED TO ACCOUNT FOR 4% OF ALL NHS CO₂ EMISSIONS AND, WITH APPROXIMATELY 73 MILLION INHALERS DISPENSED EVERY YEAR



DISPOSE OF YOUR INHALER RESPONSIBLY—DROP IT OFF AT YOUR LOCAL PHARMACY FOR RECYCLING.

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: Mon, 21 July at 12:30 @
Storehouse Newquay**

petrocgroupp.socialprescriber@nhs.net

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 Orchard

Fridays 9:45am - 25 July - 29 Aug

Meet at WAX Sports Centre

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

Follow us on social media:



/narrowcliffsurgery



@narrowcliff_surgery

Do more with the NHS App!

