

## Patient Newsletter

January 2026

### Welcome to the January Newsletter

We would like to wish all our patients a very happy and healthy new year as we step into 2026!

Winter can be a difficult time for those with chronic health conditions, as well as the usual winter illnesses making their way through our communities. The surgery has been very busy and we thank you for your patience and for making use of our online services whenever possible.

We hope you will find this newsletter helpful and informative, and we welcome your feedback.

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**Do more with the NHS App!**

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

**NHS App**   

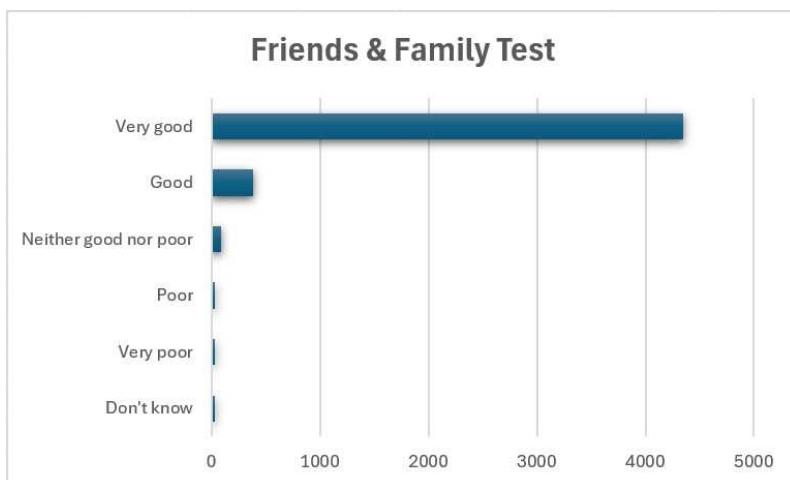
# The Friends And Family Test

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 six months showed 96% of respondents to our survey felt 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!



*"From the receptionist to the doctors, I can't fault anyone, they always go out of their way to help me whenever I need it"*

*The kindness and support, and excellent medical help, all contribute to an outstanding experience.*

*"I made my appointment online, and I was unsure how it would work out. But it was perfect, my GP contacted me just like she said. All was very well."*



## Narrowcliff Key Figures: July - December 2025



Phone calls received  
**44,301**



Doctors calls/appointments  
**32,887**



E-consults received  
**16,784**



Nurses appointments  
**8,655**



Good/very good feedback  
**94%**



Blood test appointments  
**6,247**



## How to Contact Us and Get Help

### Our Hours:

 Monday to Friday 08:00–18:30

### The Best Way to Contact Us:

 Use our e-consultation (Accurx) service.

It's quick, secure and lets you send your request in your own words. We aim to deal with e-consultations as promptly as possible.

### If You Can't Use e-Consultation:

 Call the surgery. Our trained administration team will ask for information about your symptoms so they can pass your request to the right clinician.

#### Please note:

We cannot book emergency or same-day appointments without some information about your symptoms.

This ensures your request is handled safely and in order of urgency.

#### Why This Matters:

Every week we handle over 650 online queries, 1,800 phone calls and more than 2,000 clinical appointments.

Sharing information helps our team manage this safely and fairly so that those with urgent needs are seen first.

 If you believe your problem is an emergency, please say so — but still explain what is happening so we can act quickly and appropriately.

**Thank you for your co-operation and kindness to our staff.**

# SOCIAL PRESCRIBERS

Sometimes your doctor or another staff member may ask if you would like a referral to our social prescribing team. But what is a social prescriber?

## The Role of Social Prescribers and Health Coaches

At Narrowcliff Surgery we know that health isn't just about medication and medical appointments – many aspects of life can affect your wellbeing. This is where our Social Prescribers and Health Coaches can help.

Social Prescribers are here to work with patients around their non-medical needs that may be impacting their health, such as loneliness, stress, housing worries or money concerns.

Health Coaches can support you to bring about lifestyle changes such as adjusting your diet or engaging in physical activity. Both can connect you with local activities, support groups, community services and practical advice, helping you to feel more confident and in control of your overall wellbeing.

## How to Access a Social Prescriber or Health Coach

You can be referred to our Social Prescribing and Health Coaching team by any member of the practice team – this includes your doctor, nurse, or our reception staff. If you feel that talking to a Social Prescriber or Health Coach could help you, please let us know by completing our [online consultation form](#).

## 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



## Meet Your Local Social Prescribing Team!

Jacqueline



Izzy



Sarah



Julie



Emma



# Stop Smoking Clinic

If new year has got you considering new health goals, we are here to help!

Our smoking cessation 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](http://www.healthycornwall.org.uk)

[www.healthycornwall.org.uk](http://www.healthycornwall.org.uk)



Healthy Cornwall also offer programmes for weight management, healthy eating, getting active and healthy pregnancy, as well as lots of other wellbeing support.

[Find Out What's Available](#)

# Weight Loss Goals? We can help!

If you would like support to lose weight and improve your health your NHS is here for you.



NHS Better health has a host of free resources to help you on your weight loss journey:

## NHS Better Health

If you are living with obesity and also have diabetes or high blood pressure, the NHS Digital Weight Management Programme could help you. Please contact the surgery to join the 12-week programme.

## PHARMACY FIRST

QUICK, CONVENIENT HELP FOR MINOR AILMENTS

## 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

Stroke Prevention Day is dedicated to raising awareness about the steps individuals can take to reduce the risk of stroke.



Did you know high blood pressure is the biggest risk factor for stroke?

It is the cause of around half of all strokes.

Everyday choices like smoking or vaping, poor diet, drinking a lot of alcohol and lack of exercise can all contribute to high blood pressure.

Here are some simple steps you can take to help lower your blood pressure and reduce your stroke risk:

- Stop smoking or vaping.
- Drink less than 14 units of alcohol a week, spread over at least three days.
- Eat a healthy, balanced diet.
- Take regular exercise – around 20 minutes of moderate movement a day.

**You can check your blood pressure using the self service machine in our waiting room at any time during opening hours.**

The machine will print your result on a ticket - please give this to the receptionist, with your name and date of birth written on the back. We will add this to your medical record and advise you if any further investigation is needed.

# Pharmaceutical Advice

## Winter emollient safety warning

The MHRA and the National Fire Chiefs Council are urging the public to be aware of fire risks linked to emollient skin creams, highlighting three simple precautions:

- 1) Keep away from flames
- 2) Keep warm safely
- 3) Wash bedding and clothing regularly.

## Nasal Decongestant Sprays

During the cold and flu season, the Royal Pharmaceutical Society is reminding the public that long term use of nasal decongestants can cause 'rebound congestion' and make stuffiness symptoms worse. They recommend limiting use of these products to seven days.

## MHRA statement: Review of paracetamol safety during pregnancy

The MHRA (Medicines and Healthcare Products Regulatory Authority) reaffirms that paracetamol continues to be the safest option for managing pain and fever during pregnancy. A large scale analysis of the evidence found no link between taking paracetamol during pregnancy, and autism, ADHD or disability in children.

## Staffing Update

Dr Cassie Higgins has now taken over from Dr Oliver Richards. Dr Higgins shares a patient list with Dr Prescott and will take clinics on Mondays, Tuesdays and Wednesdays.

Dr Higgins previously worked for Narrowcliff Surgery in the role of registrar so many of our patients will already know her!



## 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.

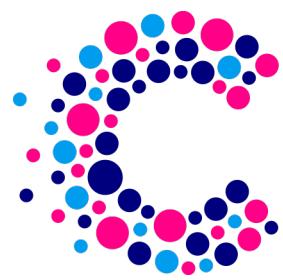
### Go Online

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.





100 Push-Ups  
a Day in  
January



CANCER  
RESEARCH  
UK

## NARROWCLIFF STAFF HAVE TAKEN PART IN THE PUSH-UP CHALLENGE FOR CANCER RESEARCH!

We all know someone who has been affected by cancer and we are raising money for vital research.

If you would like to support us you can make a donation to Cancer Research UK using this QR code:

[https://fundraise.cancerresearchuk.org...](https://fundraise.cancerresearchuk.org/)



## Useful Numbers

Samaritans - 116 123

Age UK - 0800 678 1602

Alcoholics Anonymous - 0800 917 7650

Cruse Bereavement Care - 0808 808 1677

Men's Advice Line - 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 Advice Line - 0808 200 0247

Are you in a mental health crisis?

Then call...

111  
option  
2

NHS

First Response Service

The NHS, including Narrowcliff Surgery, is now using App messaging to contact patients about their appointments. Please ensure you enable notifications to keep up to date with communication from the surgery.

Do more with the NHS App!



NHS  
App



## Narrowcliff Surgery



**THANK YOU FOR READING!**

For further information on anything in this newsletter or to give feedback, please email [narrowcliff.surgery@nhs.net](mailto:narrowcliff.surgery@nhs.net)

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**Do more with the NHS App!**

