



Narrowcliff Surgery

Patient Newsletter

September 2026

Welcome to the September Newsletter

We hope that all our patients have enjoyed the summer season in Newquay and coped with the recent challenging heatwaves well.

As we come into the autumn, don't forget that your next boosters for flu and COVID will be due if you are in an eligible group. This month also sees the return of the popular Newquay Zoo Wellbeing Walk with our social prescribing team after its summer break. Read on to find out how to sign up.

We hope you will find this newsletter helpful and informative, and as ever, 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...



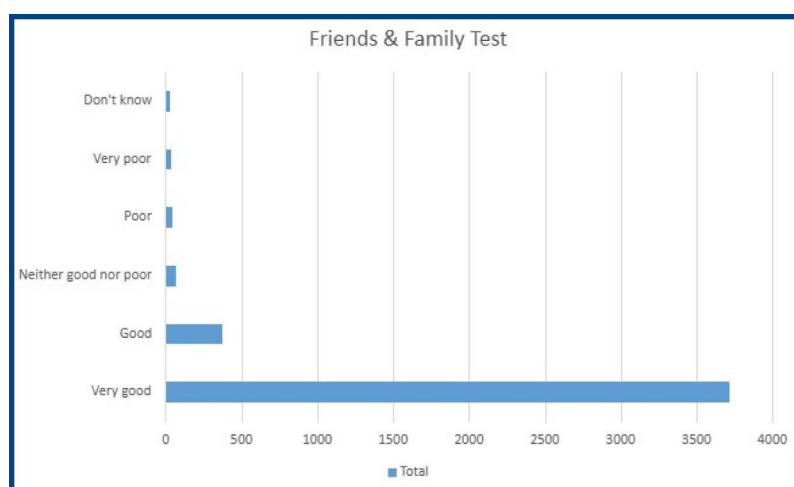
The Friends And Family Test

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!



"Was warmly welcomed, put at ease listened to, examined and results given with steps forward and mind put at ease - everything I could have asked for."

"Very welcoming, understanding and put me at ease as I was very nervous. I felt very clam and reassured."

"I was very concerned with my health. After the consultation with the Doctor I left the surgery feeling well informed and relieved."



Narrowcliff Key Figures: 1 January - 30 June 2026



Phone calls received

39,570



Doctors
calls/appointments

25,394



E-consults received

18,839



Nurses appointments

7,463



Good/very good
feedback

96%



Blood test appointments

5,689



Flu and COVID clinics

Eligible patients will receive invitations from early September to book in for the flu and COVID autumn booster vaccination.

Invitations will be sent by text or NHS App throughout September. If possible, please use the online booking link to arrange your appointment as we anticipate that phone lines will be very busy at this time. If you have not received your invitation by the end of September but believe you are eligible please contact the surgery.

Key Eligibility Criteria

Flu

Age 65+

Clinically At Risk

Carers

COVID

Age 75+

Immunosuppressed

Clinics will run on selected Saturday mornings in October. Please arrive at your allocated appointment time to help us manage queues.

Patient Deductions

Please be aware that NHS England are currently reviewing practice patient lists to identify patients who may have left an area but remained registered with that surgery.

How could I be affected?

If you have had NHS letters returned undelivered, or have failed to respond to an enquiry to verify your address you may be listed for removal from our patient list.

Do I need to do anything?

The majority of patients will be unaffected. If you are listed for deduction from our list we will send you a message by text or NHS App asking you to confirm your address. If you are still within our catchment area and wish to remain registered with Narrowcliff Surgery please contact us and inform a member of our reception team. If you do not respond we will assume you are now out of our area and will proceed to deduct you. You will need to re-register with your new local practice.

I think I've been removed incorrectly...

Don't worry! If you're still in our catchment area you can simply re-register. Either complete the online form or pop in to reception if you do not have internet access.

SOCIAL PRESCRIBING EVENTS

Sometimes your doctor or another staff member may ask if you would like a referral to our social prescribing team. These events are recommended by your local social prescribers and anyone can attend, no referral required.

Move Together Newquay

Starting Monday 29th September 10:30-12:30 at The Heron Centre Newquay. Weekly creative dance sessions for women affected by cancer, every Monday during school term time. Free to attend but you will need to register in advance. Please visit [Move Together Newquay website](#) for further info and to join.

M.S. Coffee morning support group

Thursday 10th Sept 10:30 – 12:30 at the John Betjeman Centre for people living in North Cornwall. A place to be yourself and learn new things. For people with M.S or are affected by M.S. Support from Kirsty and Tris.

Child Parenting Course

Understanding your child 10-week workshop, each session for 2 hours. For parenting a child aged 4-11yrs. Thursdays 09:30 – 11:30am Starting 1st Oct in Padstow Community Hub. Ring 01872 324323 or email parenting@cornwall.gov.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 entrance to zoo. 50 min walk inside the zoo and tea/coffee at the end if wanted.

Free to join.

Newquay Boating lake

Mondays 9:45am

Meet at back door of Lakeside Café

St Columb Major

Tuesdays 9:45am

Meet inside St Columb Major Library.



Narrowcliff Surgery

Vision & Values

This year Narrowcliff Surgery has updated its Vision & Values. This is a document designed to guide us and provide focus for our strategic objectives, ensuring that we have a shared direction and culture to help us achieve our aspirations for the future.

It is not designed to describe specific changes that may take place, but rather the end goal that we, as a practice team, can all work towards.

Throughout the development of this document we sought feedback from Narrowcliff staff and members of our Patient Participation Group.

You can find our vision and values on the [Narrowcliff Surgery website](#)

 Our Vision – Excellent, patient-centred care for today and the future.

 Personalised Care – Named GP and continuity for every patient.

 Kindness & Compassion – Caring, respectful, and supportive at all times.

 Excellence & Learning – Continuous improvement and up-to-date care.

 Trust & Community – Open, collaborative, and community-focused.

 Sustainability – Responsible, greener healthcare for the future.

Patient Participation Group

Narrowcliff Surgery Patient Participation Group (PPG) is currently a virtual group, and members are contacted by email to offer feedback on developments at the surgery.

If you are interested in joining the PPG please visit our website to read about the aims of the group and how to be part of it.

[Patient Participation Group](#)



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.



DO YOU KNOW THE SIGNS OF TYPE 1 DIABETES?



We call them the 4Ts. If you or your child are weeing more often, constantly thirsty, more tired than usual, or losing weight for no reason, it could be a symptom of type 1 diabetes. If left undiagnosed, type 1 diabetes can be fatal. If you're experiencing any of the 4Ts, ask your doctor for a test immediately.



Scan the QR code or visit diabetes.org.uk/the4Ts

Stop Smoking Clinic

Our smoking cessation clinic takes place in the Wellbeing Hub within the beautiful setting of Newquay Orchard.

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

Next Clinic Dates:

Wed 30th September

Wed 28th October



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

www.healthycornwall.org.uk

Order repeat prescriptions on the NHS App



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

Is your child up to date with their routine vaccinations?

If your child has missed any of their baby or pre-school immunisations please contact the surgery to arrange a nurse appointment for these.

Not sure, or have questions?

Our nurses will be happy to discuss vaccinations in a convenient telephone appointment to help you reach a decision that is right for your family.



For school age vaccinations please contact the school catch up team:

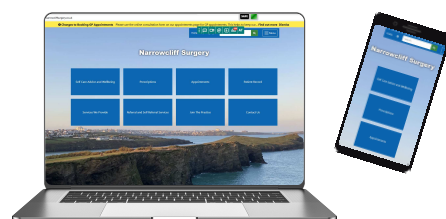


**01872
221105**

Self Help Advice

Did you know Narrowcliff Surgery website has a page dedicated to resources for self help?

Our self help and wellbeing pages contain a wealth of useful tools and resources for managing your mental health, fitness, minor ailments, children's health and much more.



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

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

Follow us on social media:



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[@narrowcliff_surgery](https://www.instagram.com/narrowcliff_surgery)

Do more with the NHS App!

