



# NHIC

Newquay Health Centre



## Patient Newsletter

### March 2025

Welcome to the March edition of our monthly newsletter. We're thrilled to have you join us on this journey to keep you informed and engaged with the latest updates from our practice. Each month, we'll be sharing important news, health tips, and insights to help you stay connected and make the most of our services. Thank you for being a valued part of our community, and we look forward to bringing you valuable content each month!

### IN THIS ISSUE

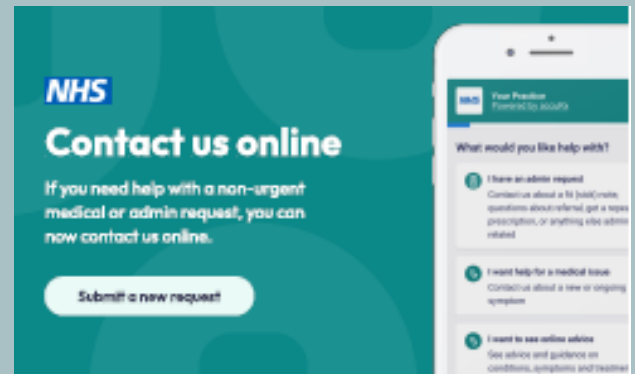
- Booking Appointments
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- Frequently Asked Questions
- Cancer Wellbeing Workshop
- What Have We Been Doing
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- Additional Information

# Changes to Booking Appointments goes live this month (12th March)

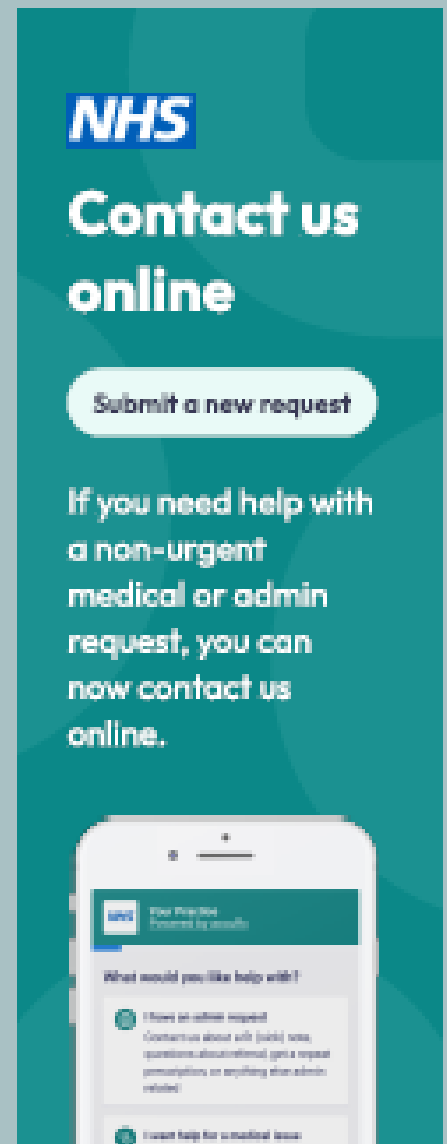
From this



To this



Starting 12th March 2025, we'll update our online triage form based on patient feedback. The website may look different, and NHS app users can request appointments directly through the app. This simpler format aims to improve access and ease appointment requests. Please use the online form first to keep phone lines open for those without internet. We aim to triage all requests the same day. Urgent issues will receive same-day appointments, while routine queries will be pre-booked 2-4 weeks ahead, or you may be referred to a pharmacy or other health professionals.



# Do more with the NHS App!



 Order repeat prescriptions

 Book appointments

 View your records

And much more...



☀ Did you know? ☀ You can effortlessly manage your healthcare with the NHS App! 📱

Here's what you can do: 💊 Order repeat prescriptions 📅 View & Cancel your appointments 🩺 Access test results & book some nursing appointments

Just download the app from the App Store or Google Play. To link your patient record, fill out our online registration form and show our reception team one form of photo ID and proof of address. It's simple and quick! 😊

Keep your health at your fingertips with just a few taps! ➡📱



**NHC**  
Newquay Health Centre



Here to help

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



## How do I know if my prescription has been sent to the pharmacy?

To check if your prescription has been signed off by a doctor, you can use the NHS App. Here's how:

- 1. Log in to the NHS App**
- 2. Navigate to Prescriptions** : Once logged in, go to 'Prescriptions' section.
- 3. Check Status** : Look for the status of your prescription. If it has been signed off by a doctor, it should indicate that it is 'Approved' or 'Ready for Collection/Delivery'.

## Why am I seeing a Trainee/Student doctor?

Our practice is a teaching practice and is approved to train fully qualified doctors who wish to specialise in general practice.

**Medical Students:** Individuals who are studying medicine at university. They are in the process of learning about medical science and clinical skills but are not yet qualified doctors.

**F2s (Foundation Year 2 Doctors):** After graduating from medical school, doctors in the UK enter a two-year Foundation Programme. F2s are in their second year of this programme. They are fully qualified doctors gaining practical experience in various medical specialties.

**ST1s (Specialty Trainee Year 1):** After completing the Foundation Programme, doctors choose a specialty to train in, such as general practice, surgery, or paediatrics. ST1s are in their first year of specialty training.

**ST2s (Specialty Trainee Year 2):** These doctors are in their second year of specialty training. They continue to develop their skills and knowledge in their chosen field.

Occasionally, as part of their training, our trainees may be required to sit in with their trainer GP during consultations with patients. For more information, please visit our website.

# Free wellbeing workshop for anyone affected by cancer

Has a cancer diagnosis in the last 3 years impacted your emotional wellbeing?

If so, please join us for a free workshop

## The free workshop includes:

- Coping strategies and top tips to support you with improving your mental wellbeing
- Understanding emotional reactions to cancer
- Tips for relaxation
- Information stands from across the county
- Opportunity to share your experience of care and emotional support during your cancer journey

You are welcome to bring a relative, carer or friend with you

To book a place, scan the QR code or email [thecove@nhs.net](mailto:thecove@nhs.net)



or visit

<https://tinyurl.com/4nuhfdc2>

## WHEN:

**Thursday 27th March**

Choice of either morning or afternoon session

### Session 1

09:30 to 12:15  
(Arrive 09:00)

12.30

FREE Lunch provided for all morning and afternoon session participants

### Session 2

13.00 to 15.45  
(Arrive 12:30 for lunch)

## WHERE:

Health and Wellbeing Innovation Centre at Royal Cornwall Hospital in Truro, TR1 3LJ

in collaboration with  
The Cove Macmillan Support Centre  
and The Peninsula Cancer Alliance

## What were the Newquay Health Centre team doing in February?



1,693 face to face appointments & 2,650 telephone appointments



75,432 medications were issued on prescription



251 did not attend their appointment.



523 referrals for further care were sent



203 sick notes were issued



4,835 Nurse appointments



5,360 telephone calls answered by our admin team

Here's a snapshot of last month's activity here at Newquay Health Centre. We hope this provides assurance to our patients about the hard work our team puts in each day to meet the full range of clinical and administrative needs. While there's much more happening beyond the summary above, it gives you an idea!

Newquay Health Centre is proud to be part of the 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.



### 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.

## Green Tips!

### 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, nonclinical services to help with loneliness, weight management, active lifestyle and much more, all within your own local community.

## **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.

**Monday, 17 March 2025 at 12:30**

**At: Store House, Seymour Avenue,  
Newquay, Cornwall TR7 1BL**

**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

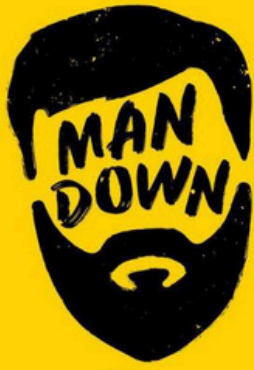
Meet at zoo entrance

### **Newquay Boating lake Tuesdays**

9:45am Meet at back door of Lakeside  
Café



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



Lets **talk** about It

# NEWQUAY



MAN DOWN UK

TALKING GROUP MEETING FOR MEN (18+)  
WITH MENTAL HEALTH CONCERNS

**FORTNIGHTLY ON WEDNESDAYS 7 - 9PM**

**LOCATION: THE SALVATION ARMY, 20 CRANTOCK STREET, NEWQUAY TR7 1JN**

**WEDNESDAY MARCH 5TH & 19TH**



## OVARIAN CANCER

AWARENESS MONTH

1st-31st March

Ovarian Cancer Awareness Month highlights the importance of picking up on early changes. Two-thirds of women are diagnosed with ovarian cancer too late, when the cancer is harder to treat.

For more info visit:



### Pot Noodle Ministries Soup Kitchen

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

Fridays 12.30 - 2.30pm



@ The Storehouse Marcus Hill Newquay

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

Salvation Army Church

Monday and Thursdays 10am - 12.30pm

Community Café

20 Crantock Street Newquay TR7 1JR