



NHIC

Newquay Health Centre



Patient Newsletter February 2025

Welcome to the February 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!

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NHHC
Newquay Health Centre



Here to help

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



How do I book a GP appointment?

You can request your GP appointment via our online form. Each request is read and triaged by a doctor the same day. If a GP appointment is required you will be allocated an appointment within a clinically appropriate timeframe.

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.

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 appointment.

Can I still contact the surgery by telephone?

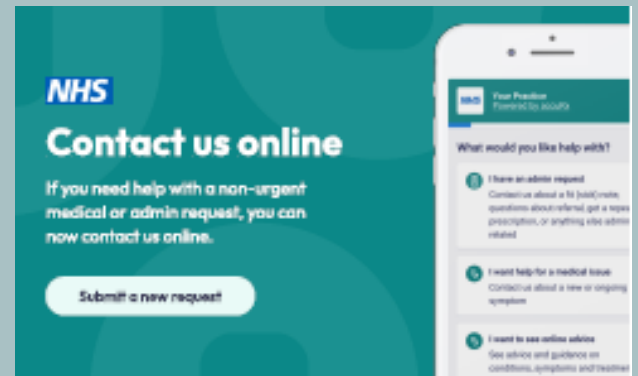
Yes. Our team of telephone receptionists are here to help. We understand that not all patients have internet access. If you are able to utilise the online system we would encourage you to do so, thereby keeping the phonelines available for patients who are not able to access our services online.

Changes to Booking Appointments

From this



To this



For the past few years, we've been using an online triage form via Klinik for patients to submit their appointment requests. Following patient feedback, **we'll be updating our online form from 12th March 2025.**

The website might look a bit different, and if you're signed up for the NHS app, you'll be able to request appointments through there instead of going onto our website.

We're switching to a simpler format following patient feedback, we hope to improve access and make it easier for you to request appointments. We kindly ask that you use the online form first to help keep the phone lines open for those without internet access. Our goal is to triage all requests on the same day, just as we do now.

If your issue is clinically urgent, you'll be contacted and offered an appointment on the same day. For routine queries, appointments will be pre-booked 2-4 weeks ahead, or for certain minor ailments, you might be referred to a pharmacy or other health professionals.

At Newquay Health Centre, we understand that changes to systems can be a bit unsettling, especially for those without internet access.

For patients who don't have internet access, our telephone receptionists will assist by completing the triage form verbally. Your request will then enter the same system and be handled just like those received via the website. Our reception team is always here to help you navigate the new system.

We hope you'll support Newquay Health Centre as we embrace these technologies to enhance efficiency and sustainability within our practice.

We truly appreciate your patience and understanding during this transition.

Thank you for your continued support!

New Phone System

In December, we updated our phone system to make it easier for patients to contact us. The new system allows patients to choose different options and offers the convenience of a call-back feature.



We hope these changes enhance your experience with us and make it more convenient to reach out when needed.

Did you know...

Did you know that with our new phone system, we offer a check and cancel service? This allows patients to check their appointment times and cancel appointments without needing to wait in the queue to speak to a receptionist.

Here are our phone line opening hours for your convenience:

8:00 AM to 8:30 AM - Emergencies only

8:30 AM to 12:00 PM - Open

12:00 PM to 2:00 PM - Emergencies only

2:00 PM to 6:00 PM - Open

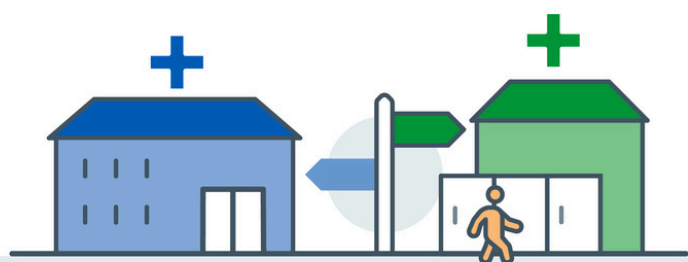
6:00 PM to 6:30 PM - Emergencies only

For specific queries, please note the following:

Prescription Queries : Line open between 10:00 AM and 12:00 PM, and 3:00 PM to 6:00 PM

Test Results : Line open between 10:00 AM and 12:00 PM, and 3:00 PM to 6:00 PM

We hope these features and timings make it easier for you to manage your appointments and queries with us.



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

When you call us with one of the 7 minor ailments detailed here our receptionist may refer you to contact a local pharmacy of your choice for treatment.

The Pharmacy First scheme allows community pharmacists in England to supply prescription-only medicines for seven common health conditions without the need to visit a GP. These conditions include minor illnesses, and pharmacists can treat and prescribe medicines if necessary. It aims to improve patient access to treatment and reduce the burden on GP practices.

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

our Cornwall guide to

WINTER Wellbeing



OUT NOW

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 from our waiting room, NHS and council premises or access the guide online:



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



Newquay Health Centre

What were the Newquay Health Centre team doing in January?



2162 face to face appointments & 2781 telephone appointments



75,302 medications were issued on prescription



255 did not attend their appointment.



591 referrals for further care were sent



244 sick notes were issued



6022 Nurse appointments



8417 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!

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 February 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.



You know you want to quit. We know you can.

Find Out More

It's never too late to quit smoking.

For free quitting support search 'smokefree'.



Your practice team is here to help you

A range of healthcare professionals work alongside GPs in this practice, or locally, to ensure you get the right care for your needs as quickly as possible.

Talk to the reception team to find out more.

HELP US HELP YOU
GET THE RIGHT CARE

www.nhs.uk

Feeling under the weather?

NHS Cornwall and Isles of Scilly



Catch it

Germs spread easily. Catch coughs and sneezes in a tissue.



Bin it

Throw used tissues away as soon as possible.



Kill it

Remember to wash your hands regularly.

Do more with the NHS App!



- Order repeat prescriptions
 - Use NHS 111 online
 - Find NHS services
 - View your GP health record
 - Book appointments
 - Get reminders and messages
- And much more...

Need help? Get support in the app or visit [nhs.uk/helpmeapp](https://www.nhs.uk/helpmeapp)

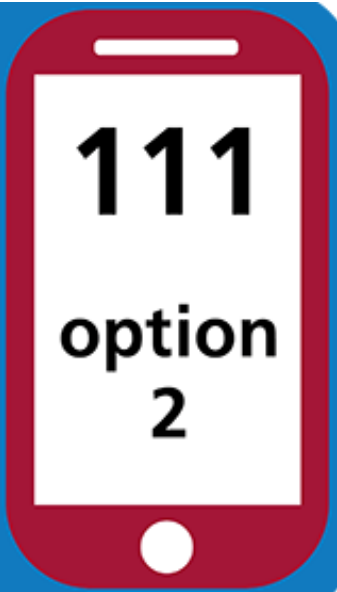


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Respiratory illnesses, including COVID-19, are on the rise. If you feel unwell, try to stay at home and avoid contact with other people.

Are you in a mental health crisis?

Then call...



First Response Service

THANK YOU FOR READING! For further information on anything in this newsletter or to give feedback, please email newquay.healthcentre@nhs.net