

Newquay Health Centre Newsletter



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Spring Edition 2026

Welcome to the Spring edition of our newsletter! As the days get lighter and warmer, we wanted to share some updates, reminders, and useful health information for the season ahead.

Our goal is to keep you informed and connected with important news, helpful health tips, and insights to make the most of our services.

Be sure to look out for our quarterly newsletters in Spring, Summer, Autumn, and Winter for even more valuable content. Thank you for being an important part of our community—we look forward to keeping you updated and engaged throughout the year!

The practice will be closed on:

- Good Friday – 3 April
- Easter Monday – 6 April

Please note: COVID spring boosters will begin on: 18th April



RENOVATION UPDATE

We're continuing to make improvements to your health centre, and we're pleased to share that the upstairs renovation work has now been completed.

Our builders have now moved on to the next phase: transforming our old admin office space into new clinical rooms for our doctors and nurses. This will allow us to expand our services and create more space for patient care.

Work on the front entrance is also well underway. While this area is being upgraded, the front entrance remains closed, but don't worry — all patients attending in person can continue to use the fully accessible back entrance.

For patients with disabilities, we have a designated disabled parking space located close to the back door, ensuring your visit remains easy and accessible throughout the renovation period.

Once the entrance work is complete, we'll be turning our attention to the patient waiting room, where further improvements are planned to make your experience even more comfortable.

Thank you for your patience and understanding as we work to improve your health centre — we can't wait for you to see the finished results!



SEASONAL HEALTH TIPS

Stay sun safe:

Spring sunshine can still burn. Use SPF 30+, wear a hat, and avoid midday rays.

Keep hydrated:

Drink water regularly, especially as the weather warms.

Get outside and move:

Lighter days are perfect for walking and boosting mood.

Refresh your medicine cabinet:

Check expiry dates and return unused medication to your pharmacy.

Support your wellbeing:

Fresh air, routine, and connecting with others can help reduce stress.

Spring COVID-19 Booster

Spring COVID-19 boosters start from 18th April – eligible patients will be contacted.

Hay fever help

Spring brings higher pollen levels, which can trigger hay fever symptoms such as sneezing, itchy eyes and congestion.

Most treatments—like antihistamines and nasal sprays—are inexpensive and easily available from your local pharmacy or retail outlets. Before contacting your GP or requesting a prescription, please speak to a pharmacist about what you need. Prescribing medicines that can be bought over the counter costs the NHS millions each year and adds unnecessary pressure on GP services. Your pharmacist can offer quick advice and help you choose the right treatment.

Spring Self-Care

As the days get lighter, try to build small moments of self-care into your routine — a short walk, staying hydrated, or taking a few minutes to unwind. Small habits can make a big difference to your wellbeing as we move into spring.



SELF-CARE ADVICE

When to see a pharmacist vs GP:

Under the Pharmacy First scheme, many local pharmacies in Cornwall can now assess you and prescribe certain prescription-only medicines — including antibiotics — when appropriate for these seven common conditions:

- Sinusitis (12+)
- Sore throat (5+)
- Earache (1–17)
- Infected insect bites (1+)
- Impetigo (18+)
- Shingles (18+)
- Uncomplicated UTIs in women (16–64)

You can walk into most pharmacies or be referred by the practice or NHS 111 for a private consultation. Pharmacists follow NHS clinical pathways and can supply treatment when needed — often more quickly than waiting for a GP appointment. Newquay Health Centre encourages using Pharmacy First and self-care to help keep GP appointments available for those with more complex needs.

Online Booking & Repeat Prescriptions NHS App

Use the NHS App to book appointments, order repeat prescriptions, check symptoms, view medical records, and access health advice — all recommended on the Newquay Health Centre website.

Electronic Prescription Service (EPS)

Your prescriptions can be sent straight to your chosen pharmacy, saving time and reducing paper. EPS is available at Newquay Health Centre.

Online Forms & Services

The website also offers admin enquiries, prescription requests, and online health advice tools.

NHS 111 for Urgent, Non-Emergency Advice

If the surgery is closed or you're unsure where to turn, NHS 111 is available 24/7. You can get urgent medical help (when it's not a 999 emergency), be directed to the right service, and receive self-care advice.



FREQUENTLY ASKED QUESTIONS



Why do I have to give information about my problem on a form?

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.

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.

What should I do if I haven't heard back after 48 hours?

Please do not submit another request, instead phone the surgery on 01637 850002 to find out what has happened.

Can I still contact the surgery by telephone?

Yes. Our reception team is always here to help. If you can use our online services, please do—this helps keep the phone lines free for patients who can't access the internet.

When will I hear back?

We strive to respond to each request by the end of the working day. However, during periods of high demand, it may take up to two days for us to get back to you.

Mental Wellbeing & Self Help

Three Main Supports for Mental Health:

- Self-help
- Talking therapies (CBT, counselling – self-refer via [Outlook South West](#))
- Medication in some cases – Think of it as "armbands" to support therapy and self-care, not a standalone fix.

Self-Help Lifestyle Tips

Balance key areas of life for mental wellbeing:

- Sleep – Aim for 7 hours, wind down before bed.
- Diet – Stay hydrated and eat balanced meals. Avoid processed food.
- Exercise – Start small (walks, yoga), aim for 15–30 mins/day.
- Relaxation – Spend time in nature, listen to music, meditate, read.
- Connection – Talk with friends/family.
- Mindset – Be kind to yourself. Speak to yourself as you would to a friend.

Struggling to start? Break goals into tiny steps. Use “5-4-3-2-1-GO” to beat procrastination.

Managing Stress, Anxiety & Overthinking

- Breathe slowly, longer exhale (through nose in, mouth out).
- Focus on the present – say “I am safe right now.”
- Worry time – Schedule time to think through issues. Don't let them dominate the whole day.

Accept that some stress is good – it builds resilience.

Coping With Change, Grief, and Overload

- Grief takes time. Focus on survival – eat, sleep, move, connect.
- Let go of what doesn't matter. Say no to things that don't align with your values.
- Take accountability – it empowers you to change.

Overthinking? Interrupt with: “What's my next thought?”

Helpful Techniques

- Meditation – Try 5 mins daily
- Breathing – Try deep double inhale + long exhale.
- Use breathing in transitions (e.g. arriving home) to reset.

Mental Health Crisis?

If you or someone you know is struggling: Call 0800 038 5300 (24/7 mental health crisis line)

Call 999 in emergencies.

Further Resources

Books

Happy Mind, Happy Life – Rangan Chatterjee

The Power of Now – Eckhart Tolle

Why Has Nobody Told Me This Before? – Julie Smith

Apps

Headspace | Calm | Headway

FEEDBACK



Feedback

The Doctor was very Professional, Knowledgeable, Respectful, and Friendly very polite and easy to speak to.

Feedback

I have been treated by all staff and my doctor with the utmost patience and kindness. Thankyou

Feedback

Helpfull friendly staff as always.

Feedback

As usual first class treatment from the doctor after a hurriedly arranged appointment he examined me thoroughly and prescribed correct medication which has quickly alleviated my problems

Feedback

Would like to said I'm very grateful to DR JAZZ LIM. She was very thoughtful and thorough. Truly an asset to Newquay Health Centre. Brilliant doctor, thank you.

Feedback

My family have been attending this surgery for 16yrs and have only ever been treated with respect and much care from the doctors and the nurses are fantastic

Google Review

This surgery always goes over and beyond to help.

All the support staff are great and approachable.

The doctors and nurses are just amazing.

So pleased with our treatment here.

Thankyou

Feedback

Didn't have to wait long to be seen doctor very helpful

OUR MONTH IN NUMBERS: JANUARY - MARCH 2026



Doctor phone calls & appointments
18,520



Phone calls recieved
24,115



Medications issued on prescription
231,186



Sick notes issued
526



Nurse appointments
14,508



E-consults received
13,638



Referrals sent
1,467



Good/Very Good Feedback
93%



Patients did not attend their appointment
813



Letters filed to patient notes
12,910

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.



April Highlights & Celebrations

National Poetry Month

Celebrating poets, creativity, and the power of language.

Autism Awareness Month

Supporting awareness and inclusion for individuals on the autism spectrum.

National Library Week

Honouring libraries, librarians, and a love of reading.

Daily Fun & Food Holidays

April 1 – April Fools' Day

April 7 – World Health Day

April 10 – National Siblings Day

April 12 – National Grilled Cheese Sandwich Day

April 16 – National Stress Awareness Day

April 22 – Earth Day

April 23 – National Picnic Day

April 25 – National Hug Your Dog Day



Autism Awareness Month

Autism Awareness Month is an opportunity to promote understanding, acceptance, and support for individuals on the autism spectrum. Throughout April, communities across the UK and beyond come together to recognise the diverse strengths, talents, and perspectives of autistic people.

The month encourages open conversations about autism, helping to reduce stigma and increase awareness of the challenges many individuals and families face. It also highlights the importance of early support, inclusive education, and access to helpful resources —from therapies to community services.

March/April 2026



NOTICEBOARD



Easter Opening Hours

The practice will be closed on:

Good Friday – 3 April

Easter Monday – 6 April

For urgent help when we are closed:

NHS 111 (online or phone)

Pharmacies for minor illness advice

999 only in an emergency



Carers Support

If you care for a friend or family member, please let us know so we can record you as a carer and help direct you to local support services.



Online Services

You can use the NHS App to:

order repeat prescriptions

update your personal details

access test results

see your health record

view and cancel appointments

Using online services helps keep our phone lines free for those who need them most.



If you've changed phone number or address, please let us know so we can keep your record up to date.



Please continue to cancel any unwanted appointments — it helps us offer them to other patients.



Celebrating Our Success!

Our waiting-room book sales have raised over £2,000 for Cornwall Hospice Care — thank you!



What's Next?

All future donations will support Your Wellbeing Services Ltd and their therapeutic gardening and community wellbeing projects.

[@yourwellbeingsservicesLtd](#)

March/April 2026

WHAT'S ON



NEWQUAY

| Spring 2026

SOCIAL PRESCRIBING

Ramblers Wellbeing walks – Available in St Columb Major and Newquay. Taking place on Monday's, Tuesday's and Friday's. All start at 10am from either St Columb Library, Newquay Zoo or Newquay Boating Lake. [Ramblers Wellbeing Walks Cornwall - Restormal North](#) for more information.

Cornwall Mind- New walking group starts Friday 10th April 10am – 12 noon every fortnight. Walking is one of the easiest and most effective ways to stay active and doing it with others can make it even more enjoyable and motivating. Sign up on Cornwall mind website.

NEWQUAY ORCHARD

Every Thursday
10am - 12pm
At Newquay Orchard



HeArt in Bloom sessions offer practical advice and support—from housing and mental health to budgeting and community connections.

EASTER WEEKEND

Free Easter Celebration at the Killacourt
Date: Saturday 4th April 2026 - FREE Easter egg hunt with chocolate prizes for every child, Children's disco at the historic Bandstand, Traditional garden games on the Killacourt, Family-friendly entertainment throughout the day.



GEORGIA'S VOICE



Monday evenings
6:30 - 8:00pm
The Oasis, Methodist Church TR7 1RW
Next Meeting:
Mon 13th April

MAN DOWN

Fortnightly on Wednesdays
7 - 9pm
At The Salvation Army TR7 1JN
Next Meeting:
Wed 1st April, 15th & 29th



NEWQUAY PAIN CAFE

Meet at 12:30pm on the third Monday of each month at Store House, Marcus Hill, Newquay TR7 1BP Learning to live well with pain

Want to quit smoking?

It's time to get **Healthy Cornwall**

We can help you make changes to lead a happier, healthier lifestyle.



www.healthycornwall.org.uk



Healthy Cornwall

How to keep antibiotics working



Don't take antibiotics for colds and flu. They won't work

Don't save leftover antibiotics for later, they don't work

Take them as directed by your GP, nurse or pharmacist



Scan the QR code to find out more



A GUIDE TO SCREEN TIME



UNDER 5s

How to help little brains develop healthy screen habits

BEST START IN LIFE

How much screen time should my child have?

Limit total screen time, wherever possible.

Under 2 yrs: Avoid screen time except shared activities with family that encourage bonding and interaction.

2-5 yrs: Try to keep to 1 hour a day. Less if possible.



Young children's brains are over-stimulated more easily than adults', so they need specifically tailored content.

Slow paced content: Choose content with simple stories and clear, slow speech, so emotions are easy to follow.



What content is better content?



Safe content: Use parental controls to block inappropriate, harmful material.

Social media: This isn't made for young brains, so it should be avoided.

AI: Don't let them use AI toys, tools, or chat-bots until we know more about their effects on children.

Safe screen swaps: Switch fast-paced style videos for slower-paced content with simple stories.



How does my screen use affect my child?

Lead by example: Children's brains are like sponges – they'll copy your screen use habits. Be mindful of how often you use screens around your child.

Need urgent dental care?

Appointments are available

1. Have a dentist? Call them for advice
2. Don't have a dentist? Contact Cornwall's emergency dental service, Smile Together



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/nhs-app

You can also use these services by logging in through the NHS website



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!