

Newquay Health Centre Newsletter



IN THIS ISSUE

[Renovation Update](#)[Seasonal Health Tips & Self Care Advice](#)[Frequently Asked Questions](#)[Feedback](#)[What Have We Been Doing](#)[Green Practice](#)[July/August Highlights & Celebrations](#)[Noticeboard](#)[What's on in Newquay](#)

Summer Edition 2026

Welcome to the Summer edition of our newsletter!

As we enjoy the warmer weather, we'd like to share the latest news, updates, and health information from the practice. It's been an exciting few months, with significant improvements, including the completion of our new entrance, upgraded car park, additional clinical rooms, and a refreshed waiting area. We're grateful for your patience and support while these works have been taking place. 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!



RENOVATION UPDATE

We're pleased to share that the upstairs renovation work is now complete.

We have also completed the conversion of our former administration offices into new clinical rooms for our doctors and nurses. These additional consulting and treatment rooms will help us expand our services, improve capacity, and create more space for patient care.

We're also delighted to announce that the front entrance renovations have now been completed and the new entrance is open for patients to use.

We are especially pleased with our newly improved car park. We appreciate that the renovation work created some challenges at times, and we would like to sincerely thank our patients for their patience and understanding throughout the project.

The redesigned car park now includes an additional disabled parking space and provides more room for vehicles to manoeuvre safely and easily.

The improvements don't stop there. Our waiting room refurbishment is now almost finished, with just a few final finishing touches remaining. The new self check-in screen is fully operational, helping to make your arrival quicker and easier. Additional signage will be installed soon to clearly identify the wheelchair-accessible service desk area and the new location of the blood pressure monitoring machine.

Coming soon, you'll also see a new "You Asked... We Did" noticeboard in the entrance area. This will highlight changes and improvements that have been made as a direct result of patient feedback, helping you see how your suggestions continue to shape and improve your Health Centre.

Thank you for your continued support and understanding as we invest in improving our facilities. We look forward to sharing the completed transformation with you and providing an even better experience for all our patients.



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.

Hay fever help

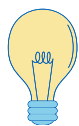
Summer brings higher pollen levels, which can trigger hay fever symptoms such as sneezing, itchy eyes and congestion.

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.

Your local pharmacy can provide expert advice and treatment for many minor illnesses, including hay fever, insect bites, sunburn, and common summer ailments.

Heat Wave Health Advice

During hot weather, remember to drink plenty of water, keep cool indoors where possible, and avoid spending long periods in direct sunlight during the hottest part of the day. Older adults, young children, and those with long-term health conditions should take extra care.



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.

Why can't I always get an appointment with my preferred GP?

We understand that many patients prefer to see a particular doctor. However, due to part-time working, leave, training, and high demand, this isn't always possible. We will always try to book you with your preferred clinician. If your health concern is routine and can safely wait, you may wait longer for an appointment with your preferred GP. However, if you need to be seen more quickly, we may offer you an appointment with another member of our clinical team to ensure you receive timely care.

What should I do if I no longer need my appointment?

Please do Please let us know as soon as possible. Cancelling appointments allows us to offer them to other patients.

Can I get help with minor illnesses without seeing a GP?

Yes. Community pharmacists are highly trained healthcare professionals who can provide advice and treatment for many common conditions, including coughs, colds, sore throats, hay fever, insect bites, and minor skin conditions. They can often help without the need for a GP appointment.

FEEDBACK



Feedback

Im very pleased with quick response to see GP regarding my bad skin condition. Appointment was on time and admin staff very friendly Dr Hilditch was very professional and very helpful.

Feedback

Blown away by the level of service I've received from the practice, four time within 10 days I was able to speak with a GP on the same day. Many thanks

Feedback

Very good service with good staff.

Feedback

Came in to see Carl who has given me some exercises to do for my leg. Very polite & listened to what I told him about my problems with my leg and asked for advice. Very good & made me feel more positive.

Feedback

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

Feedback

Dr Walker, Amazing as always! Thank you for everything you do for me Sir

Google Review

Recently seen Dr. Patel and cannot express how much it meant to be given the time to be listened to and asked in depth about things and explaining everything regarding next steps. Thank you so much for your help and kindness!
:)

Feedback

Very professional, made me feel comfortable, follow up text was very helpful, overall great

OUR MONTH IN NUMBERS: APRIL-JUNE 2026



Doctor phone calls & appointments
17,878



Phone calls recieved
24,764



Medications issued on prescription
80,624



Sick notes issued
471



Nurse appointments
13,971



E-consults received
12,764



Referrals sent
1,298



Good/Very Good Feedback
94%



Patients did not attend their appointment
825



Letters filed to patient notes
10,805

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.

August Highlights & Celebrations

Daily Fun & Food Holidays

-  August 3 – National Watermelon Day
-  August 8 – International Cat Day
-  August 15 – National Relaxation Day
-  August 19 – World Honey Bee Day
-  August 21 – World Senior Citizens Day
-  August 26 – International Dog Day
-  September 1 – World Letter Writing Day
-  September 8 – International Literacy Day
-  September 10 – World Suicide Prevention Day
-  September 13 – International Chocolate Day
-  September 22 – World Car Free Day
-  September 29 – World Coffee Day

August- National Wellness Month

August is National Wellness Month, a great reminder to focus on healthy habits that support both your physical and mental wellbeing. Small changes can make a big difference, whether that's staying active, eating well, getting enough sleep, staying hydrated, or taking time to relax and recharge. Looking after your wellbeing doesn't have to be complicated—simple daily choices can help improve your overall health and help you feel your best.



NOTICEBOARD



Newquay's Boardmasters Festival 5th - 9th August

Boardmasters Festival – Travel Reminder

With the Boardmasters Festival approaching, Newquay is expected to be much busier than usual, particularly on local roads and around the town centre. If you have an appointment at the surgery during the festival period, please allow extra time for your journey and parking, as traffic delays are likely.



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.



Book Donations

We are pleased to be donating to Your Wellbeing Services Ltd and their therapeutic gardening and community wellbeing projects.

[@yourwellbeingservicesltd](#)

So far this year our book sales have rased:

£139.26

July/August 2026

WHAT'S ON



NEWQUAY

| Summer 2026

MAN DOWN

Fortnightly on Wednesdays
7 - 9pm

At The Salvation
Army TR7 1JN

Next Meeting:
Wed 1st April, 15th & 29th



GEORGIA'S VOICE



Monday evenings
6:30 - 8:00pm

The Oasis, Methodist
Church TR7 1RW

Next Meeting:
Mon 13th April

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. 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.

COMMUNITY GROUPS & ACTIVITIES

Young at Heart – Coffee mornings every Thursday, 10am–12pm. Quizzes, chair exercises, crafts, refreshments, and friendship. Contact: micheal.bunyan@talktalk.net

Your Wellbeing Services – Volunteer in the wellbeing garden and spend time with the resident sheep. Located in St Columb Minor, next to the church. Contact Sue Gray: 01841 550299

Crystal Blue Adventures CIC – Free men's wellbeing group using the Cornish coast to support mental wellbeing. Wednesdays, 10am–1pm. Contact Nick: 07990 513694 or visit Facebook.

Free Park Yoga – Sundays at 9:30am throughout the summer at The Orchard, Newquay. Open to everyone.

BOARDMASTERS

Boardmasters Festival (5th–9th August 2026): A five-day event combining live music and international surf competitions at Fistral Beach and surrounding locations. Expect headline acts, DJ sets, and a vibrant festival atmosphere across multiple venues.

If you have an appointment at the surgery during the festival period, please allow extra time for your journey and parking, as traffic delays are likely.



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