



Enter & View

Narrowcliff GP Surgery

healthwatch
Cornwall

Contents

Contents	1
1 Introduction	2
2 Visit Summary	3
3 Service Overview	3
4 Observations	3
5 Patient Feedback	4
6 Manager Feedback	6
7 Recommendations	6
8 Provider Response	8

1 Introduction

1.1 Details of visit

Service provider	Narrowcliff GP surgery
Service Address	Narrowcliff, Newquay, TR7 2QF
Date and time	9 th September 2025 10am–1pm
Authorised representatives	Abi Harding-White & Nigel Oakes

1.2 Purpose of visit

This visit was conducted as part of a rolling programme of visits to health and social care providers in Cornwall. Our goal was to observe the service in action, hear directly from patients, and make recommendations for improvement.

1.3 Acknowledgements

Healthwatch Cornwall would like to thank patients and staff for providing a warm welcome and their positive contribution to this Enter and View visit and the subsequent report.

1.4 Disclaimer

This report relates to findings observed on the specific date above and is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time of the visit.

1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

1.6 What is Enter and View?

As a local Healthwatch we are authorised to “Enter and View” health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

2 Visit Summary

Introductory meeting with manager

At the beginning of the visit, Healthwatch Cornwall met with the practice manager and deputy practice manager to discuss the service and team and view the facilities.

Conversations with patients

16 patients were asked individually about their experiences with the service including the facilities, the care and the staff.

Observation of facilities

Observations were made throughout the visit, focussing on the condition of the facilities and patient experience.

3 Service Overview

Narrowcliff surgery is one of two GP surgeries providing primary care services in Newquay, it operates from a purpose-built facility near to the town centre and currently cares for approximately 17,000 patients. The surgery is rated "Good" overall by Care Quality Commission (CQC).

4 Observations

The surgery car park was busy and very few spaces were available, both disabled parking bays were occupied. It was noticed that computer screens could be seen through office windows from the car park, presenting a potential data breach risk. The main entrance was clearly signposted, and the entrance door had a large notice explaining different healthcare options that could be accessed as an alternative to attending the surgery (for example local dentists and pharmacies) along with up-to-date contact information.

The reception area was light and clean, with signage to indicate where patients should wait prior to speaking to the reception team. There was a conveniently placed electronic booking in screen which had a notice attached encouraging patients to use this service. There were male and female toilets inside the entrance, both were clean and well stocked with paper towels and soap. The female toilet had a baby changing unit but there was no sign outside to indicate this. The reception area had a hand sanitiser dispenser, but this was empty. There was a patient comments box but no paper or pens.

The receptionist spoke to patients in a calm and unhurried manner despite the reception area being busy at times. When approached by the team, she asked to see identification, entered details in the visitors book and was happy to call the practice manager.

The waiting room was clean, warm and light, with plenty of comfortable seating and gentle music playing in the background. This area had been divided into different zones, which provided privacy for patients who were completing medical forms.

There were numerous informational signs in the waiting room, with some areas dedicated to specific healthcare topics, although most appeared well presented, some were untidy. There was also a large display screen displaying practice messages, some of which were outdated but most of which were clear and helpful. There was no safeguarding information on display in the reception area or waiting room. There was no clock or other way of checking the time.

There were a variety of resources on display in poster and leaflet form displaying QR codes, all of which had working links.

5 Patient Feedback

Access to service and appointments:

16 patients were asked for their experience of the surgery. 14 said that they were happy with the length of time they had to wait for an appointment, one patient saying 'I've been a patient here for 15 years and have never had a problem getting an appointment' another said 'They always offer a variety of options like coming in after work' Seven patients commented that it was 'Easy to get an appointment'

11 patients commented that they liked having a callback from a doctor. One saying 'They always give a quick response, the GP always calls me the same day, which is reassuring' whilst another said 'A doctor called me back after an hour and I felt that he really took me seriously'

Quality of care:

All 16 patients said that they were happy with the care they received, one saying 'I'm very happy with my care, the staff are fantastic, from the receptionist to the nurse to the doctor, I can't fault them' another said 'I'm happy here as a patient, when the doctor sees you they look after you well and don't make you feel you are wasting their time'

Other patients said that the whole team were committed and caring, one saying 'They are very professional and knowledgeable, I'm a nurse so I look at the service with a professional eye, they listen to my input and concerns and have addressed them with care and compassion'.

Continuity of care was also mentioned by four patients, one saying 'The best bit here is the fact I always see the same doctor, they know my social situation, which is relevant to my care and treatment' A carer waiting to collect their partner told us 'I really like the GP, they always give a

quick response, we have been coming here for many years and because we see the same doctor each time it means they get straight to treating the problem without having to take loads of history, they are brilliant'

A couple who were both patients of the practice told us about an experience that they had whilst away on holiday when one of them became ill, they said 'Our GP personally rang the local pharmacy where we were staying and arranged for a prescription, it meant we could carry on with our holiday and get home safely, the fact he knew exactly what to do for us made such a difference, we were so grateful'

Facilities & environment:

Opinion varied regarding the on-line appointment system, most patients we spoke to had used it, one saying 'The online booking is magic, so quick and simple' whilst another told us 'I went online just a couple of hours ago and it gave me a choice of appointments, it was so easy to use'

Another however described it as 'A nightmare' and one said 'I only use on-line for prescriptions but call the surgery for appointments as I'd rather speak to a real human' The reason given for this was 'Both me and my husband have very complex needs and the online system takes too long so it's easier to talk to someone' one patient said 'It's never available when I want to use it.

The automated booking in system in reception was criticized by two patients, one saying that it hadn't recognised them when they tried to book in and another being unhappy that it had displayed details of the nature of their appointment, which could have been seen by other patients in the waiting room, this led to them saying 'I will never use it again and will go straight to reception instead'

Three patients were unhappy about the car park, one saying the spaces were too small, another saying that they had to wait for a space to become free, and other saying that it was busy and awkward to manoeuvre in.

Three patients expressed concerns about the growing population in the area and the effect that it might have on the surgery, but none had so far experienced any difficulty in accessing services or getting an appointment.

6 Manager Feedback

The practice manager and their deputy were welcoming and spoke openly about the challenges that the surgery faces. They told us the surgery was originally designed for 12,000 patients but now supports around 17,000, with growth expected to 23,000 with the expansion of the local population. They also told us they are hoping to move to a new purpose-built surgery on the outskirts of town within the next few years. They appreciated that this may be an issue for some patients living in the far side of the town but would benefit others, particularly in the new large housing developments closer to the proposed site.

We were told that the practice has developed a system that means GPs spend the first part of the morning triaging patients who have contacted the surgery by using the on-line service or by phone. They aim to call all patients back the same morning, offering urgent appointments the same day and non-urgent appointments within one to two weeks. We were also informed that GPs hold personal lists of patients, which aids in continuity of care, as patients will usually see the same doctor or nurse each time they come. They believe this system works well and said that patient feedback they received was positive.

They told us they have a patient participation group and regularly publish an on-line patient newsletter, which contains information about the surgery and the services they offer. They know that parking can sometimes be a problem and have looked at installing cameras to record number plate details to be sure that only patients use the car park, but felt this might result in negative publicity. Patients are however signposted to alternative parking areas nearby.

The pharmacy attached to the surgery building is not part of the practice, but some patients had expressed concerns to practice management about the service it provided, particularly when busy. We were told that when a concern is raised, the patient is given the details of an appropriate contact within the pharmacy.

7 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from patients to improve patient experiences at the practice.

Immediate actions should be taken to address the issues surrounding data protection, safeguarding signage and infection control

- 1) Computer screens can be seen through office windows. This carries a data protection breach risk and should be addressed as a priority. The surgery should take immediate

steps to remove the possibility of patient information being seen through the office windows facing the car park, such as the use of privacy screening on the windows or repositioning of workstations to ensure compliance with General Data Protection Regulations

- 2) The reception area booking in screen shows unnecessary details of the nature of the appointment in some instances when the patient is using it. Since these can be seen by other patients this contravenes the patients right to privacy. The surgery should take immediate steps to change some of the information that is displayed on the booking in screen, so unnecessary appointment details are not shown
- 3) The notices displayed in the waiting room are a valuable source of information for patients and should be neatly positioned and easy to read. They need to be tidied up and additional information regarding safeguarding should be displayed. This will ensure that patients with safeguarding concerns know how to report them.
- 4) The information displayed on waiting room screen is also a valuable source of information and should be updated to ensure content is current and relevant to patients.
- 5) The availability of hand sanitiser is an essential step in hand hygiene and infection control. There should be regular checks to ensure hand sanitiser is readily available and refilled when empty
- 6) It is not immediately apparent that there are baby changing facilities in the surgery toilets. There should be a sign to indicate that they are available and where they are located. This will ensure that patients wishing to use these facilities know how to access them.
- 7) The surgery does not have a hearing loop system, which means patients with hearing difficulties could potentially have problems hearing what staff are saying. Consideration should be given to installing a hearing loop system.
- 8) The comments box is a useful resource for gathering patients views and feedback. To ensure that patients can use it, the surgery should ensure paper and pens are always available close to the box.

- 9) The surgery should provide a large and easy to read clock in the waiting room. This will allow patients to check if they have arrived on time and if their appointment is running to schedule, which will avoid confusion and reduce stress.

8 Provider Response

Provider Response – Narrowcliff GP Surgery

We would like to thank Healthwatch Cornwall for visiting Narrowcliff Surgery on 9th September 2025 and for the constructive feedback provided in the Enter and View report. We are pleased to note the positive comments from patients regarding the quality of care, continuity of care, and the professionalism of our staff. We are also grateful for the recognition of the commitment shown by our team in providing timely and compassionate care to our community.

We acknowledge the observations and recommendations outlined in the report and welcome the opportunity to address these areas:

1. **Data Protection** – We take patient confidentiality extremely seriously. Privacy screening for office windows has been installed to prevent visibility of computer screens from outside.
2. **Booking-in Screen** – We have discussed with our system provider to amend the settings so that only essential information is displayed, ensuring patients' privacy is maintained.
3. **Waiting Room Information** – Our team will review and update all posters and displays to ensure they are current, tidy, and include safeguarding information. The digital display screen will also be refreshed regularly.
4. **Infection Control** – Hand sanitiser dispensers will be checked and refilled as part of the daily cleaning routine.
5. **Facilities** – A clear sign will be added to indicate the availability of baby changing facilities. We will also install a clock in the waiting area to support patients in managing their appointments.
6. **Accessibility** – We recognise the importance of supporting patients with hearing difficulties and will explore the installation of a hearing loop system.
7. **Patient Feedback** – Paper and pens will be provided next to the comments box to ensure patients can easily share their views.

In addition to the above, we continue to work with our Patient Participation Group to ensure that improvements are shaped by patient input. We also remain committed to developing our future premises plans to better meet the growing needs of our patient population.

We would like to thank Healthwatch Cornwall again for their report and for their ongoing role in representing the voice of patients across Cornwall. We look forward to continuing to work together to enhance the services we provide.

Narrowcliff GP Surgery Management Team

Contact us:

Healthwatch Cornwall, Suite 1, Calenick House, Heron Way, Newham, Truro, Cornwall, TR1 2XN

☎ 0800 038 1281

✉ enquires@healthwatchcornwall.co.uk

🌐 healthwatchcornwall.co.uk

📘 @HWCornwall

📷 @healthwatchcornwall

healthwatch
Cornwall