

Behind the Scenes at the Surgery – A Letter to Our Patients

October 2025

Dear Patients,

You may have noticed our waiting room feels quieter than it used to. It's natural to wonder: "Is the surgery still busy? Are doctors still seeing patients?" The answer is: yes — more than ever. Much of the care now happens in ways you don't always see.

We hope the information below can provide an insight into practice changes that have helped reshape our working day and efficiency at Godolphin Health.

More Care Happens Remotely

Since the COVID-19 pandemic, GP surgeries across the country have changed the way we work. We are receiving ever-increasing demand for clinical advice and appointments. Many appointments now take place over the phone, by video call, or through our online system, Klinik – often without needing you to come into the building.

This helps us:

- Respond quickly and safely to new requests
- Reduce unnecessary trips to the surgery
- Give you advice or treatment on the same day

If online systems aren't easy for you, our care navigators are always here to help complete your request. And if you need to be seen face to face, we'll arrange that — we still provide more in-person appointments than telephone ones.

The “Virtual Waiting Room”

Our total triage system means every new request goes straight to a GP for review that same day. The GP decides the best next step, ensuring the most appropriate response is provided — whether that’s a same-day appointment, a phone call, a prescription, or written advice.

On a typical day, the duty doctor may review 100-130 requests (more on Mondays). It’s like a “virtual waiting room,” where patients are helped in turn, usually with a same-day reply, plan or resolution.

This system is essential in allowing us to accommodate daily demand and to ensure that you receive appropriate treatment – but it also means fewer people are sitting in the waiting room.

What Else Happens During the Day?

Even when the waiting room looks calm, the team is busy with:

- Home visits to patients who can’t get to the surgery
- Processing hundreds of prescription requests
- Answering medication queries
- Reviewing blood tests and other results
- Writing referrals and updating hospital specialists

You Might Not Always See a GP (and that’s good!)

Depending on your needs, you might be offered an appointment with:

- A Pharmacist
- A Nurse Practitioner or Physician Associate
- A Mental Health Worker
- A Physiotherapist
- A Social Prescriber

These team members are often the best people to help with specific problems. Many appointments happen remotely or in different rooms, so you may not see other patients even though the surgery is busy.

What This Means for You

- You can still get help — just in different ways, often more quickly and conveniently than before
 - Face-to-face care is still available. We carry out a much higher percentage of in person appointments than telephone calls.
 - The waiting room may be quieter, but the surgery is very active
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In Summary/Reassurance for You

A quieter waiting room doesn't mean less care. It means your surgery team is working hard behind the scenes — using new, efficient ways to give you safe, timely, and personal care.

Our total triage system ensures you receive a response quickly and it is less likely you will wait weeks for an appointment. Most people get a same-day response with advice, treatment, or a plan that works for them.

Appointments are carefully managed – We offer a mixture of appropriately spaced pre-booked face to face and telephone consultations (see previous July newsletter article explaining our red, amber, green system). This helps keep the waiting room less crowded while still ensuring care is delivered promptly and effectively.

We hope this reassures you that although there have been many changes in the way our surgery works in recent years, what hasn't changed is our commitment to providing you, our patients, with safe, timely and personal care when you need it.

Kind regards,

Drs Burkimsher, Burkimsher and Quick.



Praze surgery
01209 831386
School road, Praze-an-beeble,
Camborne, TR14 0LB

Connor Downs surgery
01209 831386
Turnpike Road, Connor Downs,
Hayle, TR27 5DT