

Drs Cockshott, Marrett & Knobloch
Fowey River Practice
Rawlings Lane
Fowey
PL23 1D1
01726 829272
www.foweyriverpractice.co.uk

Patient Consultation & Engagement FAQs

- Why have you decided to start this consultation process?

Our letter details this in full best, but to summarise very briefly below;

- *Significant concerns regarding the Polruan site.*
- *Quality and Access to appropriate care.*
- *Workforce and recruitment.*
- *Financial sustainability.*
- *27% increase in registered patients in the last 15 years, most marked at our Par site.*
- *30% increase in consultation rates since the pandemic.*
- *NHS England dispensing rules for any patient who lives within a mile of a chemist.*

- How long is the consultation & engagement process?

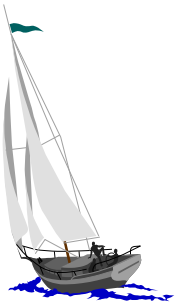
The consultation and engagement process is 12 weeks, starting on Friday 23rd January 2026 and closing on Friday 17th April 2026.

- I didn't receive my letter but have heard, how can I get a copy of this?

A copy of the letter sent is available on our website, social media and can be re-printed and collected from any of our practice sites. If you are housebound and will not be able to access this via any of the above options, please speak to reception to request another letter to be sent in the post for you.

- What happens next?

The consultation process will close on Friday 17th April and after this we will consider the responses you have submitted during the engagement process and will consult with the Integrated Care Board as to the potential next steps.



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- Will I still be registered with Fowey River Practice?

All patients will remain registered with Fowey River Practice, unless you choose to investigate other options.

- I am housebound, how will this proposal impact me?

Home visiting to our housebound patients will continue uninterrupted. This proposal will not impact community visits like the district nurses or frailty team.

- How can I raise my concerns and thoughts?

It's important we hear what you have to say, you can do this either;

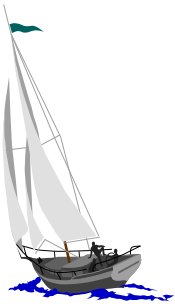
- *In writing to: Fowey River Practice, Rawlings Lane, Fowey, PL23 1DT.*
- *Via e-mail to: fowey.engagement@nhs.net*
- *Via an online survey, the link for this will be live on Friday 30th January and will close on Friday 27th February.*
- *Via a paper survey which will be available from any site on Friday 30th January and will close on Friday 27th February.*
- *A public meeting – details for when this will be available soon.*

- I am a dispensing patient at Polruan surgery, where will I get my prescription now?

Any changes proposed are not confirmed and this is just an engagement and consultation process to hear how this proposal might impact you and any concerns you have, so you will continue to collect your prescription from Polruan surgery. If you would like to discuss your options now with our team, they would be happy to talk through any available options for you. It's important any concerns you have regarding collecting your prescriptions are sent through the engagement process so we know what challenges our patients may face.

- Can I speak to the reception team about this?

To ensure we maintain a timely and safe service to all our patients, we have asked that you do not contact our reception team to discuss or challenge the proposal made. The reception team



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are not involved in making these decisions and any additional calls regarding the proposal risks delaying care for patients with immediate clinic needs. Please use the formal engagement routes outline above to ensure your views are heard and considered. However, if you require support that is not outlined in our letter, website or FAQs, please do get in touch with our team.