

# APRIL NEWSLETTER

## SURGERY UPDATE



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### Return of Extended Access!

Extended Access was paused at the start of 2021 to make way for the COVID-19 mass-vaccination programme. We are pleased to announce the return of evening and weekend availability for most types of appointment. Please ask our Reception team for advice on our availability.

Extended Access will take place Saturdays (morning and afternoon) and Sundays (morning only).

Please be aware that since Extended Access is shared between the local surgeries, we can only offer a limited number of appointments each week.

### Dr Smout and Dr Suresh moving on

After working with Albany for many years, Dr Sue Smout has made the decision to retire as a GP Partner. We are very sad to be seeing her leave at the end of July, and know she will be missed by colleagues and patients alike - however we hope you will join us in wishing Dr Smout the very best for the future!

We have also said a sad farewell to our salaried GP, Dr Kaarthi Suresh. Following her maternity leave, she is moving to a different part of the country so will not be able to work at the surgery any more. If you would like to pass on your goodbyes to our departing GPs, you are welcome to write a small letter, send us an email, or speak to any member of our staff in person or by phone - your kind words will be passed on.

### Please welcome...

We are pleased to announce that a new Practice Manager joined the surgery at the beginning of February. Trudi Morrison has quickly adapted to life at Albany - we hope you will join us all in wishing her a warm welcome!

In addition, we also welcome two new members to the Albany clinical team. Katy joins us as a Health Care Assistant and will play a valuable role in the surgery's core nursing care. We are also joined by Paramedic Lauren, who will form part of our Urgent Care team alongside our Advance Nurse Practitioners.

**Please note - despite changes to national COVID-19 guidance, face coverings are still mandatory in all healthcare settings including GP surgeries. We thank you for your co-operation.**

### **BANK HOLIDAY OPENING HOURS**

Monday 11th April - **08:30-18:00**

Tuesday 12th April - **08:30-18:00**

(closed 12:00-14:00 for training)

Wednesday 13th April - **08:30-18:00**

Thursday 14th April - **08:30-18:00**

Friday 15th April - **CLOSED**

Saturday 16th April - **CLOSED**

Sunday 17th April - **CLOSED**

Monday 18th April - **CLOSED**

Tuesday 19th April - **08:30-18:00**

### **FEEDBACK**

We welcome feedback of any kind - this is used to improve the service we provide for our patients and to identify what works well.

If you would like to leave any feedback, you can speak to any member of staff in the surgery - or speak to a member of our Reception team on the phone. If you would prefer, you can also write a few words and pop them through our letterbox, or send us an email

**(enquiriesatalbany.L83034@nhs.net)**

### **BOWEL CANCER AWARENESS MONTH - APRIL**

Bowel cancer is the fourth most common type of cancer in the UK.

It is the UK's second biggest cause of death due to cancer - however, it can be treated effectively, especially if it is found early.

If diagnosed at its earliest stage, the likelihood of surviving bowel cancer is extremely high. The longer it is left untreated, the less likely survival becomes.

For more information, please visit [www.bowelcancer.org.uk](http://www.bowelcancer.org.uk)

### **HAVE YOU HAD YOUR CERVICAL SMEAR?**

If you have received a letter inviting you for a cervical smear, please don't ignore it.

Cervical cancer is one of the most preventable types of cancer. Routine screening helps to catch it early.

For more information, or to book an appointment, please speak to any of our Reception team. For further information please visit [www.nhs.uk/conditions/cervical-screening](http://www.nhs.uk/conditions/cervical-screening)

## COVID-19 VACCINATION CLINIC DATES

(Ages 16+) Newton Abbot Racecourse will be open for vaccination on:

**Tuesdays - 08:30-13:00 (except 19<sup>th</sup> April)**

**Wednesdays - 08:30-13:00**

**Thursdays - 13:30 - 17:30 (except 14<sup>th</sup> April)**



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## COVID-19 VACCINATION LATEST

Spring booster vaccines are being offered to everyone aged 75 or above, and people in high-risk categories. The vaccine is also being offered to children aged 5-11 years. If you receive an invite from the NHS, or your child receives an invite, you can book online at [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination). If you cannot access the internet, or would like advice relating to COVID-19, please call the national COVID helpline on **119**.

## PRESCRIPTIONS

Please be aware of our opening times over the Easter bank holiday if you need to request prescriptions. Surgery closure will affect the time it takes us to process your requests.

You can request repeat prescriptions up to 14 days before you are due to run out.

To avoid delays in receiving your medicines, please refer to the bank holiday table - you should expect prescriptions to be issued 3 working days after your request is made.

If you experience problems with receiving any prescriptions, please check with the pharmacy. **If you need help from the surgery, please call and choose option 2 - 10:00-12:00 and 15:00-16:00.**

Day of request	Day of issue
Monday 11 <sup>th</sup>	Thursday 14 <sup>th</sup>
Tuesday 12 <sup>th</sup>	Tuesday 19 <sup>th</sup>
Wednesday 13 <sup>th</sup>	Wednesday 20 <sup>th</sup>
Thursday 14 <sup>th</sup>	Thursday 21 <sup>st</sup>
Friday 15 <sup>th</sup>	Thursday 21 <sup>st</sup>
Saturday 16 <sup>th</sup>	Thursday 21 <sup>st</sup>
Sunday 17 <sup>th</sup>	Thursday 21 <sup>st</sup>
Monday 18 <sup>th</sup>	Thursday 21 <sup>st</sup>

## ECONSULT

eConsult allows patients to contact our GPs in their own time for non-urgent matters. If you have internet access, filling out an eConsult is quick and easy - and there is no waiting on the phone. There is no need to register - as long as you are a patient at Albany, the information you provide will be passed to a GP on the next working day for action.

To fill out an eConsult, please visit [www.albanysurgery.co.uk](http://www.albanysurgery.co.uk).

Please note: eConsult is available 08:30-17:00 (Monday-Thursday) and 08:30-18:00 (Friday).

## NATIONAL DATA OPT-OUT

All patients are being offered the choice to opt out of their confidential data being shared for research and planning of new services. The deadline to make this choice is now 31st July 2022.

If you are happy for your data to be used in this way, you do not need to do anything. If you would like more information, or to opt out if you choose to do so, please visit

<https://www.nhs.uk/your-nhs-data-matters>.

If you wish to opt out but cannot access the internet, please call **0300 303 5678**.



**We wish you a relaxing and safe Bank Holiday weekend!  
Happy Easter!**

