





<p><b>PHARMACY</b></p>  <p>Pharmacists advise and treat a range of symptoms. This can avoid trips to your GP or A&amp;E.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	<p><b>NHS 111</b></p>  <p>If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.</p>	<p><b>MINOR INJURIES</b></p>  <p>Minor Injuries Units and Walk-in Centres provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	<p><b>A&amp;E 999</b></p>  <p>A&amp;E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p>Diarrhoea Earache Painful Cough Sticky Eye Teething Rashes</p>	<p>To get help from 111, you can either:</p> <p>visit <a href="http://111.nhs.uk">111.nhs.uk</a> call 111</p>	<p>Cuts Sprains Strain Itchy Rash Minor Burns Bites &amp; Stings</p>	<p>The closest A&amp;E department to Albany Surgery is Torbay.</p> <p>TQ2 7AA 24/7 - 01803 614567</p>

 Find us on **Facebook**



**TALKWORKS**  
IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

Call: 0300 555 3344

[www.TALKWORKS.dpt.nhs.uk](http://www.TALKWORKS.dpt.nhs.uk)

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# Practice Leaflet

*'Continually working hard to maintain and improve our high levels of patient care'*

**Grace House, Scott Close, Newton Abbot, TQ12 1GJ**

**01626 334411**

**[Enquiriesatalbany.L83034@nhs.net](mailto:Enquiriesatalbany.L83034@nhs.net)**

**<https://www.albanysurgery.co.uk>**

# Welcome to the practice



Alban Surgery is situated in the heart of Newton Abbot and provides services and care to all our patients, in the town and surrounding areas. In 2013, we moved to our modern, purpose-built Surgery with improved facilities, allowing us to enhance the services we offer our patients.

## Practice Information and Opening Times

<b>Monday</b>	08:30 -13:00 — 14:00-18:00
<b>Tuesday</b>	08:30-12:00, 14:00-18:00 <b>2 Hour training shut down</b>
<b>Wednesday</b>	08:30 -13:00 — 14:00-18:00
<b>Thursday</b>	08:30 -13:00 — 14:00-18:00
<b>Friday</b>	08:30 -13:00 — 14:00-18:00 18:00-20:00
<b>Saturday</b>	08:30 -13:00 — 14:00-18:00 <b>Extended Access, limited services only</b>
<b>Sunday</b>	08:30 -13:00 <b>Extended Access, limited services only</b>

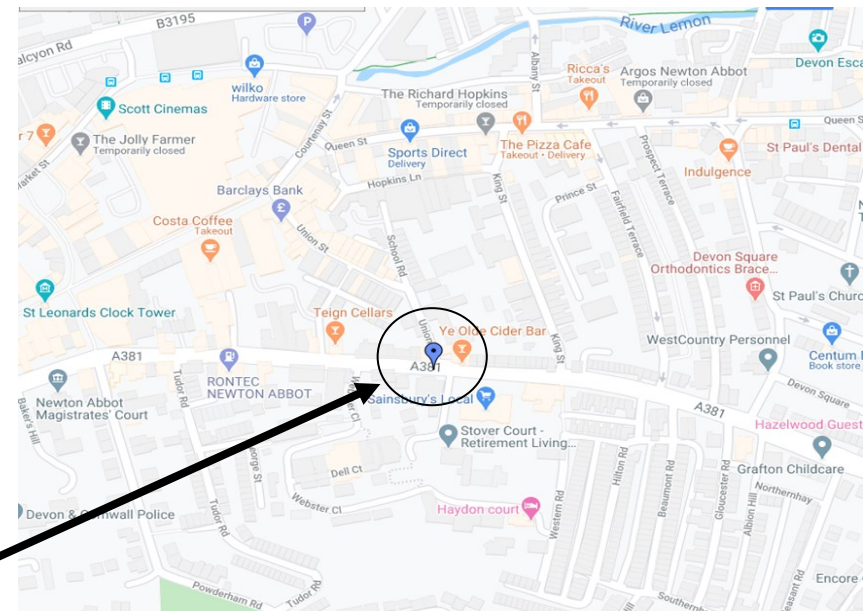
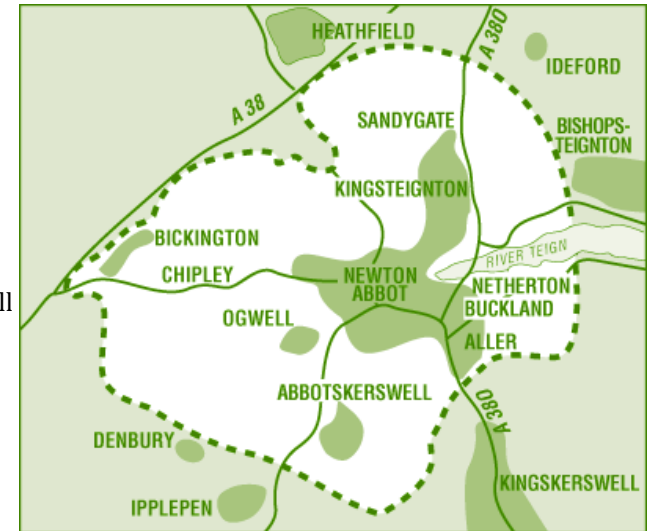
Please note when we are open for Extended Access. Our telephone lines will be inaccessible during these times; you will only be able to come into the surgery to attend a pre-booked appointment, or to leave/collect prescriptions or correspondence.



# Our Practice Area

Locations that fall within our practice area:

- ◇ Newton Abbot
- ◇ Kingsteignton
- ◇ Buckland
- ◇ Milber
- ◇ Aller Park
- ◇ Abbotskerswell
- ◇ Ogwell
- ◇ Bickington
- ◇ Chipley
- ◇ Highweek



# ***Patient Health Management***

## ***Chronic Disease Management***

If you have been diagnosed with a chronic disease (i.e. Diabetes, Asthma, COPD, Hypertension, CHD), it is important that you are reviewed appropriately. At Albany Surgery, we like to ensure that patients understand their conditions and are able to manage their long-term health themselves, where possible.

Patients are invited in at least once a year for an annual review, and the required appointments are booked around their birthday month. This makes it easier for our patients to remember when they can expect their annual review. The Annual Review team will contact patients when these are due.

## ***Medication Management***

Some patients are prescribed medication that needs to be monitored on a regular basis via a blood test and/or blood pressure check. This monitoring can be different for each patient, and is organised by the clinicians on an individual basis. However, all patients who take repeat/regular medications do require an annual medication review with a clinician. This should be booked in around the patient's birthday month.

## ***Cervical Screening***

All women and people with a cervix, between the ages of 25 and 64 are invited every 3/5 years (dependent of age) for a routine Cervical Screening test. NHS England contact all patients directly via letter to advise when this is due; the patient should then contact us to book the appointment with a Practice Nurse.

Results are then posted directly to the patient via letter, usually within two weeks of their appointment. If any follow up is required, this information will be provided when the results are received.

## ***Child Immunisations***

At Albany Surgery we strongly support all baby & child immunisations. Babies are due their first immunisations at 8 weeks old; patients are invited in via letter with appointment details for immunisations, as well as the mother and baby check with the GP. Following this, the baby then has their second immunisations four weeks after the first appointment, and then the third immunisations another four weeks on from the second appointment. These will all take place with a Practice Nurse at the Surgery.

Children are also due immunisations at 1 year old, and 3 years, and 4 months old. Invitations for these appointments will be sent out in the post.

# ***The GP Partners of Albany Surgery***

**Dr Sue Smout** **MBBS MRCGP DFSRH** - Qualified at St. George's Hospital Medical School, London, in 1987. Dr Smout has particular experience of the health of young people. She is also an appraiser of other GPs, GP trainer, Staff Lead, and PPG Lead for the practice. She is trained to fit coils (IUDs) here at Albany.

**Dr Jocelyn Glenton** **BSc MB ChB MRCGP DCH** - Qualified at Leeds Medical School in 2000. Dr Glenton has a particular interest in education and child health. She is a GP trainer and joint Research Lead for the practice.

**Dr Chay Thomas** **MBBS BSc MRCGP DCH DRCOG DFSRH** - Qualified at Imperial College, London in 2001. He is a GP trainer and has an interest in child health and women's health, but loves being a generalist. Our Executive GP Partner and joint Research Lead, Dr Thomas is also the lead GP in our skin surgery, and fits/removes contraceptive implants. He is Co-Clinical Director of Newton Abbot West Primary Care Network.

**Dr Julia Gaffney** **BMedSci MB BS MRCP MRCGP** - Qualified at St Bartholomew's and The Royal London Hospital School of Medicine in 2002. Dr Gaffney has experience in acute hospital medicine prior to becoming a GP, and joining the Practice in 2012. She is the Medical Student Lead and QoF

**Dr Vikki Taylor-St Ruth** **BScEcon MBBS AKC MRCGP** - Qualified at King's College London in 2012, and prior to her medical training completed a degree in Politics and Modern History at Cardiff University. She has an interest in elderly care, mindfulness and change management, and quality improvement. Dr Taylor-St Ruth is also a part-time lecturer in Advanced Practice at Plymouth University, teaching clinical skills, examination, and complex decision making to Advanced Care Practitioners.

## ***Salaried GPs***

Dr Katie Lambert BSc MBChB MRCGP DRCOG DFSRH

Dr Laura Nutt BMBS MRCGP

Dr Steve Gracie MBChB MRCGP DRCOG

## ***The Practice Team***

### ***Advanced Practitioners***

Our Advanced Practitioners form our Urgent Care Team for all same-day medical problems, and processing and actioning clinical correspondence.

Helen Kika	RGN, Non medical prescriber. Helen qualified as a registered nurse in 1990, and has undertaken roles in Cardiac & Respiratory Nursing in Leicester Hospitals before moving to Primary Care in Devon in 2016, working as an Advanced Practitioner.
Isobel Cooper	Dip Adult Nursing BSc (Hons) Nurse Prescriber. Isobel trained at St Bartholomew's School of Nursing and Midwifery in 2000. Isobel has a Diploma in Adult Nursing and is interested in chronic disease management and minor illness, and has recently completed a Masters in Advanced Clinical Practice.
Julie Short	Dip Adult Nursing 2001, BSc (Hons) Emergency Care 2007, Non-Medical Prescriber 2008. Julie worked as a Nurse Practitioner at Royal Devon Exeter hospital for 10 years before moving into primary care.

### ***Practice Management***

Ms Trudi Morrison is responsible for the day-to-day management of the Practice, supported by the Reception and Admin Teams.

### ***Nursing Team***

Rachel Ludlam is our Lead Practice Nurse and Team Leader of our Nurses, Health Care Assistants and Phlebotomist. The team consists of Catherine Wilson (PN), Sarah Brinkley (PN), Viki Cann (HCA), Carrie Meisterknecht (HCA), and Laura Leaman (Phlebotomist). The team offers a wide range of nursing care, chronic disease management and health promotion advice.

### ***Medical Reception Team***

We have a large Reception team led by the Office Supervisor. Our team has received comprehensive training in the various aspects of their work to support our patients appropriately.

### ***Medical Administration Team***

We have a varied Administration Team, who perform a variety of clerical duties and give support to our Reception and Clinical teams.

## ***Useful Contacts***

### ***Pharmacies***

Asda Pharmacy	01626 882710
Boots Courtney Street Pharmacy	01626 362124
Boots Kingsteignton Gestridge Rd	01626 363883
Boots Kingsteignton Greenhill Way	01626 369025
Buckland Pharmacy	01626 365379
Day Lewis Pharmacy	01626 365893
Lloyds Pharmacy	01626 362028
Manor Pharmacy/Well Kingskerswell	01803 872155
Superdrug Pharmacy	01626 353307

### ***Hospitals***

Newton Abbot Hospital	01626 324500
Torbay Hospital	01803 614567
Mount Stuart Hospital	01803 313881
Royal Devon & Exeter Hospital	01392 411611
Nuffield Hospital Exeter	01392 276591
Derriford Hospital	01752 202082
Nuffield Hospital Plymouth	01752 788088

### ***Other Services***

Midwives (Newton Abbot Hospital)	01626 324651
Health Visitors	03332 341901
HITS Food Bank	01626 906371
Community Nurses	01626 358666
Physiotherapy	0300 4569 987
Community Dental Services	01803 217777
Radiology	01803 656326

## ***Patients' Views and Suggestions***

We aim to provide a high quality service to all of our patients. Should you wish to provide feedback on the services we offer, please visit our website or come into the Surgery to complete a 'Friends and Family' form. We encourage all feedback from our patients, so we can maintain our high levels of care and improve them where required.

### ***Complaints***

If you feel you need to make a complaint about the Surgery, or you feel you have not received the expected benefit of its services, you can email us. Your complaint will be forwarded to our Practice Manager who will contact you. From there, your complaint will be investigated.

### ***Zero Tolerance***

The NHS operates a zero tolerance policy with regard to unacceptable standards of behaviour. The Practice has the right to remove patients from its list with immediate effect, in order to safeguard Practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety. In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Examples of such behaviour include;

- Violence.
- Excessive noise e.g. recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offensive remarks.
- Racial abuse or sexual remarks.
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive sexual gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Drug-dealing on practice premises.
- Wilful damage to practice property/theft of practice property.
- Threats, or threatening behaviour.

## ***The Local Primary Healthcare Team***

The following healthcare professionals, employed by local Care Trusts

### ***Community Nursing Team***

Our patients are served by the Newton Abbot Locality Community Nursing Team who work for the Torbay & South Devon Healthcare Trust. The team have expert skills in the delivery of general nursing and healthcare to patients who are housebound. Some of these patients are terminally ill, and the team have access to the Palliative Nursing Service who specialise in end of life care. By the very nature of their job the nurses are mobile in the community; if you need to speak to them or pass on a message, please call **01626 358 666**.

### ***Health Visiting Team***

The Health Visiting Team are based at Newton Abbot Hospital. If you need to contact them please telephone **03332 341901**.

### ***Midwife Team***

The Midwife Team are based at Newton Abbot Hospital. If you need to speak to a Midwife, or book an appointment, please telephone **01626 32465**.

### ***Pharmacists***

CCG Pharmacists regularly work here at Albany Surgery. Our Pharmacists work on all medication queries, aligning and sorting repeat prescriptions and supporting the GP team with prescribing and medication queries, as well as supporting all the teams in the Surgery with day-to-day processes.

## ***Teaching and Training***

We are an approved Training Practice for doctors who wish to become General Practitioners, and we usually have one such doctor attached to our Practice. The doctors in-training have several years of hospital experience, and are gaining further experience of Family Medicine before finding their own Practice.

On some occasions we have Medical and Nursing Students attached to the Practice as part of their training. You will be advised of such an occasion, and your consent will be required for the Student to be present during your consultation.

## ***Appointments at Albany Surgery***

When booking an appointment with Albany Surgery, the Reception team are here to help and direct you to the most appropriate clinician. To do this appropriately, they may need to ask you about the nature of your problem. You may be seen by a GP, Advanced Practitioner, Practice Nurse, a HCA, or perhaps a secondary care service. Your appointment may also take place by telephone.

### ***Urgent Care Treatment***

Every day we offer an Urgent Care appointment system, which is led by the GPs and Advanced Practitioners. The system can be useful if you have a medical condition that cannot wait until our next routine appointment. All appointments are initially triaged, and the clinician will decide if a face-to-face appointment is necessary; as some problems cannot be resolved over the phone. If this is the case, they will request for you to come in for an appointment.

### ***Routine GP Appointments***

We can offer routine GP appointments for ongoing medical conditions; you are able to book these with any GP here at the practice (not only your own) if preferred. These consultations may take place by telephone; the GP will call you on the agreed date, around an advised time. There is no way to guarantee the time of a telephone appointment as this depends on the clinician's workload and if they are on time. Appointments generally take 10 minutes; if you feel you require longer than this, please request a double appointment.

### ***Nursing Team Appointments***

The Nursing Team operate a pre-bookable system for all of their appointments; which our Reception team are able to organise for you. Nurse-led chronic disease management clinics operate for a range of long-term health conditions including diabetes, respiratory problems, hypertension and heart disease. Telephone consultations are also available with the Nursing team if you feel this is more appropriate.

### ***Home Visits***

If it is necessary for a clinician to visit you at home because you are too unwell to attend the Surgery, we advise you to call as early in the morning as you can to make an appointment, giving the Reception team as much information as you can. All visits are triaged by phone, by the visiting clinician, before any visit takes place. Often, full examinations cannot be carried out at home, so therefore it is helpful if you attend the Surgery wherever you can.

## ***Data Protection & Confidentiality***

The surgery uses computers in most aspects of its work. Computers are used during consultations as the systems enable us to keep all records up to date, and help us maintain an efficient register of all our patients. They are an invaluable tool in preventative medicine, screening and education. The surgery is registered under the Data Protection Act, and strict confidentiality is maintained at all times.

All information regarding our patients is confidential, from the most sensitive diagnosis, to the fact that a patient is registered at the Surgery. For the effective functioning of a multi-disciplinary team, it is often necessary for information to be shared between members of the Practice and local healthcare teams. On such occasions, you will be informed of the sharing of information, and your consent will be requested.

**Everyone in the NHS has a legal duty to keep personal information confidential.**

The only circumstances when patients' information may be shared without consent are:

- ◇ When it is a statutory requirement or is in response to a court order.
- ◇ When the public interest in passing on the information outweighs the duty of confidence to the patient.

### ***Freedom of Information—Publication Scheme***

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. This is a guide to 'classes' of information the practice intends to routinely make available. To obtain further information, please contact the Surgery.

### ***Care Quality Commission (CQC)***

From April 2013, the CQC regulate and inspect GP Practices in England to check that they are meeting the national standards of quality and safety. Further information, and our up-to-date rating, can be obtained from their website.



## Requesting Medication

New patients must speak to a GP before medication can be prescribed or added as a repeat prescription.

If you have repeat medications, you can place a request with us 10 days before your medication runs out. You can do this via SystemOnline (registration required) or via hand written request. If you are over 75 years of age, or are housebound, you can make requests by phone.

Please allow three working days for your request to be processed. We can arrange for prescriptions to go electronically to the Pharmacy of your choice. If you need a medication that you do not regularly have, you may require a phone call with a GP to review your medication.

## Patient Responsibilities

- ◇ To treat our staff with respect and courtesy at all times.
- ◇ To attend all booked appointments and give us adequate notice in the event of postponement or cancellation.
- ◇ To inform us of any changes to your personal details i.e. address, contact numbers.
- ◇ To remember that by following a healthy lifestyle and taking the advice and action recommended by your Health Care Professional, you will be able to improve your health.

## Patient Rights

- ◇ To be registered at a Practice, and see a doctor of your choice (subject to availability).
- ◇ To receive emergency care.
- ◇ To have appropriate drugs/ medicines prescribed.
- ◇ To be referred to a Specialist/ Consultant if it is required.
- ◇ To have access to your health records, subject to current legislation.
- ◇ To know everyone within the NHS has a legal duty to keep all information confidential.
- ◇ To receive a prompt reply to any complaints you submit regarding the NHS.
- ◇ To receive details of where to obtain further information for other Health Services.
- ◇ To be treated with courtesy and respect at all times.

## Extended Access

Extended Access provides additional evening, weekend, and Bank Holiday appointments for all our patients from April 2022. Albany Surgery is the area's "Hub", which means Friday evening appointments and weekend appointments are always based at our surgery. All these appointments are routine and you will be able to book in with a GP, Nurse, or Phlebotomist.

The clinician you see will need access to your medical records, therefore you will be asked to give verbal consent to do so. If you do not wish to give consent, then this service would not be suitable for you.

To book into an Extended Access clinic, please contact us on 01626 334411.

## eConsult



eConsult allows patients to submit their symptoms or queries to a GP electronically. It offers round-the-clock NHS self-help information, signposting to services, and a symptom checker. It allows patients to consult with their GP online by completing a simple form that is sent to and reviewed by the Practice; if you submit an eConsult, you will receive a response within three working days. eConsult will also direct patients for self-help or emergency services if it is necessary. You may receive a response via email or a direct phone call from the clinician.

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

## SystemOnline



This is an online service which all patients are able to sign up for. It allows you to request repeat and acute medications, view summary information from your medical record, and more. SystemOnline is accessible all day, every day, and in the right circumstances, can save time for both yourself and the Surgery.

## ***Out Of Hours Services***

**Please DO NOT contact 111 for non-urgent or routine matters.**

If you need the advice of a GP in an emergency, or outside of our working hours, you should ring 111. This call will be answered by an experienced operator who will then take your information, and arrange for an appropriate clinician to contact you. If the clinician feels that you need to be examined face to face, they may ask you to attend a local Emergency Centre. If it is unsafe for you to travel, the clinician may visit you at home.

Alternately, NHS 111 online allows patients to obtain urgent healthcare online. You can now get online medical help or advice from 111 online using a smartphone, laptop or other digital devices.

**Access NHS 111 online at [www.111.nhs.uk](http://www.111.nhs.uk)**

## ***Other Services at Albany***

- |   |  |
|---|--|
| ◇ Contraception Services                | ◇ Minor Surgery                          |
| ◇ Cervical Screening                    | ◇ Mother and Baby clinics                |
| ◇ Child surveillance/<br>Immunisations  | ◇ Travel health                          |
|   | ◇ Joint Injections                       |
| ◇ Chronic disease management<br>clinics | ◇ Anticoagulant/Warfarin moni-<br>toring |
| ◇ Flu/Pneumonia<br>Immunisations        | ◇ Post-Operative Care                    |

## ***Non-NHS Work***

We are happy to undertake most medical examinations and reports for insurance companies, employers, solicitors, DVLA, etc. An appointment is required with one of our GPs for completion of this work. This work is outside the NHS system, and so a charge will be made in line with the recommended scale. Pre payment is required, which is payable by card.

**Please note that we do not undertake extreme sports medicals.**

## ***Research***

As a surgery, research is very important to us. We have been involved with various projects and believe this research is beneficial for everyone, as it improves the chances of finding treatments for a variety of different illnesses. Many of our patients have participated in our chosen studies, which are supported by the Primary Care Research Network. All studies have been approved by an NHS Research Ethics Committee. Anonymised patient data may be used for research that is in the best interest of patients and the NHS as a whole.

## ***Parking and Disabled Facilities***

Car parking is available in nearby public pay-and-display car parks/on street parking, which are all within level walking distance of the Surgery. There is also the Sainsbury's car park opposite the Surgery, which has a 1 hour maximum stay. We have a disabled parking space at our East Street entrance. Our purpose-built Surgery is fully equipped with facilities for disabled patients, with a ramp situated at our main entrance as well as lift access to all levels of our building.

## ***Test results***

If you are calling regarding blood, urine or swab results, please be aware that it can take between 3 and 14 days for these results to be ready. For tests from the hospital such as X-Rays, scans, or other tests, please allow at least 10 days after your procedure to contact us for the results. Please keep in mind that there can be delays, and results may take longer to arrive on our system. If you are calling in to retrieve results, please call between 14:00– 16:00pm, Monday-Friday

**Please note, if we receive a result back which is urgent, you will be contacted by a member of staff with the clinician's instructions.**

## ***New Patients***

Prospective patients who live within the Practice area are asked to bring the completed registration forms into the Surgery between 10am-1pm. You can download the forms from our website, or collect them from the front desk. When submitting, please provide two types of ID. Patients aged 18 or older are required to provide proof of address i.e. utility bill, bank statement, hospital Letter, and a photographic ID (driver's licence or passport). Please allow one week for registration, during which time you will remain under the care of your previous surgery. If you take regular medication, please ensure you have at least two weeks' supply from your previous surgery.