

JUNE NEWSLETTER

SURGERY UPDATE



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enquiriesatalbany.L83034@nhs.net

The Friends and Family Test is back!

Do you want to help shape the future of our services? As a patient, your feedback is essential in highlighting areas we need to improve on - it also tells us what's working well.

The Friends and Family Test is a quick and completely anonymous way of passing on this feedback, and the results are published on the NHS website for each GP surgery.

When you have an appointment, you may be asked to do the test via:

- A feedback card at our front desk (if you can't find these, please ask a member of the Reception team for help).
- A text message after your appointment (this will provide a link to the form on our website).

If you want to go directly to our website to fill this out, we encourage you to go to www.albansurgery.co.uk and choose the "Friends and Family Test" tile on the front page - this will take you straight to the form.

If you need to submit a formal complaint, you should speak to any member of staff in the surgery - or contact a member of our Reception team on the phone. The best way to make a complaint is to send us an email (enquiriesatalbany.L83034@nhs.net) detailing your concerns.

Retirement of Nurse Rachel

It is with a heavy heart that we announce the retirement of Nurse Rachel after 20 years working at Albany. Rachel has become family at the surgery, and we know she has touched the lives of many of our patients after so many years; however we hope you will join us in wishing her a fond farewell in her much-deserved retirement!

Please join us in wishing a warm welcome to Hannah - who will be joining the surgery later this month as Practice Nurse. We are excited to have her a part of the Albany team.

We would like to take this opportunity to remind you of Dr Smout's retirement later this month. If you would like to pass on any kind words to Dr Smout, please speak to any member of staff and we'll make sure your words are passed on.

BANK HOLIDAY OPENING HOURS

Monday 30th May - **08:30-18:00**

Tuesday 31st May - **08:30-18:00**

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

Wednesday 1st June - **08:30-18:00**

Thursday 2nd June - **CLOSED**

(except for Extended Access)

Friday 3rd June - **CLOSED**

(except for Extended Access)

Saturday 4th June - **CLOSED**

(except for Extended Access)

Sunday 5th June - **CLOSED**

(except for Extended Access)

NEW SURGERY WEBSITE

Recently we have been working hard behind the scenes to transform our surgery website. We are delighted to announce that the new site is now live!

The new website introduces many new features - you can now update your details directly from the site, or submit a form to contact us. It also has lots of advice and useful resources for managing your health in your day-to-day life.

In addition to this, popular features such as eConsult and requesting prescriptions are still available.

We encourage you to take a look! The address remains the same, so please visit www.albansurgery.co.uk.

AGED 18-40? YOUR PPG NEEDS YOU!

Your views help shape the future of our surgery! The Patient participation Group needs more young people to get involved and share their thoughts! The work they do will affect your future care, so join now if you want to make a difference!

For more information or to apply, please send an email to albany.ppg@nhs.net or ask a member of our Reception team for an application. You can also apply on our new website - choose the "Patient Participation Group" tile on the front page.

BOOK VACCINATIONS ON YOUR PHONE

Due to ongoing improvement in the technology we use, some kinds of appointments can now be booked on your phone. Right now, this is limited to certain types of appointments (you may have already received a text message inviting you for the Pneumonia jab), however we hope to expand this in the future to include booking more types of vaccines, and hopefully different kinds of appointments such as blood tests and annual reviews.

Please note: these texts are sent to eligible patients, on the mobile number we have saved on our records. To avoid missing out in the future, please ensure your contact details are up to date with us. You can update your details by sending an email to enquiriesatalbany.L83034@nhs.net, or speak to a member of Reception either by phone (**01626 334411**) or at our front desk.

PLANT TREES WITH THE CLICK OF A BUTTON!

We previously mentioned that Albany is proudly taking part in the Green Impact scheme (for more information about this, please ask for our Practice Manager or a member of our Admin team).

By switching to the Ecosia Search Engine, you can help plant trees as you browse the internet; so far, Ecosia has planted over 150 million trees with the help of 15 million users.

To learn more or get started, please visit Ecosia's website:

www.ecosia.org



facebook.

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PRESCRIPTIONS

Please be aware of our opening times over the Jubilee 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

Friday 27th May	Wednesday 1st June
Monday 30th May	Monday 6th June
Tuesday 31st May	Tuesday 7th June
Wednesday 1st June	Wednesday 8th June
Monday 6th June	Thursday 9th June
Tuesday 7th June	Friday 10th June
Wednesday 8th June	Monday 13th June

PHARMACY REFERRAL - WHY AM I BEING OFFERED THIS?

The Community Pharmacist Consultation Service (CPCS) has recently been rolled out nationally, so it's now a part of all GP surgeries (until now, Albany was a part of the pilot scheme). This means that when you call to make an appointment with your GP for certain minor conditions, you may be referred to the pharmacy for treatment.

This referral service has been introduced to raise awareness of how much our community pharmacists can help with some problems, and to ease the pressure that all GP surgeries and urgent care facilities are under. We understand that you may have a lot of questions about this, so please do not hesitate to ask any member of staff if you would like to learn more.

If our receptionists offer you a pharmacy referral, it is because they are acting on guidance given to them by our clinicians. However, if you would rather speak to a GP at the surgery you can decline the pharmacy referral. Please let Reception know during your call, and your appointment will be handled as normal.

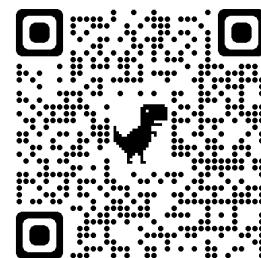
Please visit www.albansurgery.co.uk/appointments for more information on what problems the pharmacy can help you with, and remember, you don't even need a referral to get help - simply call your local pharmacy, or drop in.

LET'S TALK TEENAGERS

Are you the parent of a teenager, or soon to be? Helping our children navigate today's world can be a tough job for any parent - especially for those who did not grow up facing the challenges teenagers now face from technology, social media, and modern life.

Let's Talk Teenagers is a highly successful webinar set up by the South Devon and Dartmoor Community Safety Partnership. It aims to help parents understand the issues teenagers may be facing, and how to approach conversations that may be difficult to have. The first sessions received great feedback and were completely sold out. Demand for the webinar remains high, so new dates have been released for June.

If you would like to learn more about the webinar, or to secure your place on any of the dates, please scan the QR code to the right which will take you to the event booking page.



We wish you a fun and safe Bank Holiday weekend in celebration of
Her Majesty The Queen's Platinum Jubilee!



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