

# MAY NEWSLETTER

## SURGERY UPDATE



01626 334411  
enquiriesatalbany.L83034@nhs.net

### Social Prescribers - a non-pharmaceutical prescription

Your GP may ask "what is the matter **with** you?"; a Social Prescriber will ask "what matters **to** you?"

Our Social Prescribing team, led by Catherine and Hannah, offer a different kind of help to the clinical teams. They focus on what matters to the individual patient, offering a kind of help that does not come from the pharmacy.

They work at your pace; giving you the time to talk about what's affecting your health and well-being.

This kind of prescribing could help you if you:

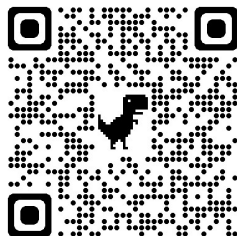
- Are feeling lonely, depressed, anxious, or isolated.
- Would like to live a more active life..
- Have responsibilities as a carer for a loved one.
- Have worries about finances, employment, or housing.
- Have issues relating to family or relationships.
- Have a long-term condition, and would like advice and support to achieve your well-being goals.

If you feel that this service could benefit you, you can self-refer to our Social Prescribers. There is now no need to speak to a GP first.

If you would like to refer yourself, or would like more information in the form of our leaflet, please do not hesitate to ask a member of our Reception team. You can ask at

our front desk, or call us on **01626 334411**.

To watch an informative video on what Social Prescribing can do for you, please scan the QR Code to the right.



### Social Prescriber Wendy moving on

We are sad to announce that our beloved Social Prescriber, Wendy, has moved on to a new role. While she will be missed by staff and patients at the surgery, we wish her all the best in her new role, and will remember fondly the time she spent working at Albany.

### BANK HOLIDAY OPENING HOURS

Monday 2nd May - **CLOSED**  
(except for Extended Access)  
Tuesday 3rd May - **08:30-18:00**  
(closed 12:00-14:00 for training)  
Wednesday 4th May - **08:30-18:00**  
Thursday 5th May - **08:30-18:00**  
Friday 6th May - **08:30-18:00**  
Saturday 16th April - **CLOSED**  
(except for Extended Access)  
Sunday 17th April - **CLOSED**  
(except for Extended Access)

### 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.

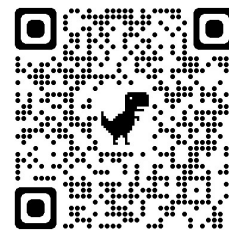
If you would like to leave any feedback, you can speak to any member of staff in the surgery - or speak to a member of our Reception team on the phone. If you would prefer, you can also write a few words and pop them through our letterbox, or send us an email

(enquiriesatalbany.L83034@nhs.net)

### MEN - SPEAK UP ABOUT YOUR MENTAL HEALTH

TALKWORKS - a free, confidential NHS talking therapy service - is urging men to speak up about their mental health. No matter what difficulties you are facing, you don't have to face them alone. TALKWORKS are here to help you through it. Please scan the QR code to watch the video where Lee, Alastair and Joe share their stories, and urge other men to seek help if they are struggling.

Please visit [www.talkworks.dpt.nhs.uk](http://www.talkworks.dpt.nhs.uk) for more information on the different ways TALKWORKS may be able to help you. You can self-refer with no need to visit your GP, using the self-referral form on the website, or if you cannot access the internet, you can call **0300 555 3344** to speak to a member of the team.



### SIGN UP FOR THE ROWCROFT HOSPICE SLEEP WALK!

The theme for this year's Rowcroft Sleep Walk is "Saturday Night at the Movies" - come dressed as your favourite movie character or actor, or steal the show with a couple's costume! The Sleep Walk takes place **Saturday 2nd July**, starting at Torbay Leisure Centre - choose a 5 or 10 mile walk and raise funds for the amazing work carried out by Rowcroft Hospice. Please visit [www.rowcrofthospice.org.uk/events/the-sleep-walk](http://www.rowcrofthospice.org.uk/events/the-sleep-walk) to book a place, and for more information on Rowcroft and the work they do, please visit [www.rowcrofthospice.org.uk](http://www.rowcrofthospice.org.uk). Online sign-ups will close on Sunday 19th June. If you cannot access the internet, you can call **01803 210800**.

## GREEN IMPACT SCHEME

We are proud to be a part of the Green Impact for Health Scheme - a toolkit for GP surgeries to highlight changes we can make that will help us be part of a more sustainable future.

We're still in the early stages of implementing these changes, but meetings have begun and all departments are involved. For more information, please ask for our Practice Manager or Admin team.



facebook.

@Albany Surgery

Albany  
surgery

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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 May 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

Thursday 28th April

Wednesday 4th May

Friday 29th April

Thursday 5th May

Saturday 30th April

Thursday 5th May

Sunday 1st May

Thursday 5th May

Monday 2nd May

Thursday 5th May

Tuesday 3rd May

Friday 6th May

## THE PATIENT PARTICIPATION GROUP - THE PATIENTS' VOICE

Our Patient Participation group (the PPG) is made up of Albany patients who wish to support us in providing the best service we can. To offer good service, the patient perspective is essential.

The PPG plays an important role in connecting the patient body to the surgery, and collecting information on the views of patients and their carers to help us improve. Their influence goes beyond the surgery itself - they can influence the wider NHS networks to which we belong, such as the Primary Care Network (PCN) and the Clinical Commissioning Group (CCG).

The core group meets every 2-3 months, along with an annual meeting at the surgery where they are joined by practice staff including one of our GPs, and our Practice Manager, Trudi.

The PPG is always looking for enthusiastic new members who have a passion for improving the patient experience - if you are a registered patient at Albany and this is something you would like to get involved in, or if you would like more information, please ask at the front desk for an Expression of Interest form, or visit [www.albanysurgery.co.uk/pages/Patient-Participation-Group](http://www.albanysurgery.co.uk/pages/Patient-Participation-Group) for more information.

## IF YOU NEED TO CANCEL AN APPOINTMENT

We understand that due to long wait times, it can be very difficult to let us know by phone if you cannot make a booked appointment. However we still encourage everyone to contact us as soon as you know you can't attend - this gives us the chance to offer that space to someone else. Our telephone queues tend to be the shortest at the end of the day, so if you can call (**01626 334411**) after 5PM, you will usually need to wait less time. Alternatively, you can come into the surgery to cancel appointments at our front desk, or email [enquiriesatalbany.L83034@nhs.net](mailto:enquiriesatalbany.L83034@nhs.net) to let us know.

Last month, 218 booked appointments were missed - that's at least 36 hours and 18 minutes of time that could have been used to see and treat other patients. Please try to make sure your appointment is not missed. If you have any doubt at all of the date or time of a booked appointment, please speak to our Reception team - we are more than happy to help.

If you would like a copy of any previous newsletters, please see our website ([www.albanysurgery.co.uk](http://www.albanysurgery.co.uk)) or ask a member of Reception

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