

# JULY NEWSLETTER

## SURGERY UPDATE



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### The Patient Participation Group - what the PPG does for us

The PPG has been working with the surgery for many years - since we worked at Albany Street!

From the beginning, they have given our patients the chance to get involved with the surgery and work together to get the best outcomes for everyone.

Over the years, this has been achieved by:

- Putting forward ideas and recommendations to the surgery (in the past, the PPG has worked with the local dementia action group to improve the care given to patients living with dementia)
- Raising awareness of the PPG, how it helps patients, and how you can get involved
- Raising awareness of public transport links to the surgery, road safety, and local community transport options
- Getting involved with developing our website
- Getting involved in our CQC inspections
- Representing the surgery at the area Forum
- Representing the surgery at Devon-wide PPG meetings, and sharing ideas
- Supporting the surgery with annual flu clinics and the Friends and Family Test
- Carrying out surveys on road traffic and car parking for patients
- Inviting guest speakers to PPG meetings so the core group can best understand the needs of the local population
- ...And many, many more

The PPG plays a crucial and varied role in helping us get the best for our patients. We wouldn't be where we are today without their continuing support.

**Is this something you would like to be involved in?**

**The PPG welcomes new members of all ages, and from all backgrounds and walks of life.**

To enrol, visit our website ([albanysurgery.co.uk/join-the-ppg](http://albanysurgery.co.uk/join-the-ppg)) or speak to a member of our Reception team to pick up an application form.

### HOSPITAL PASSPORT - DOWNLOAD THE APP

University Hospitals Plymouth NHS Trust has launched the Hospital Passport app to help people with learning difficulties to explain their needs to hospital staff.

The Hospital Passport has existed for many years in paper form - but there has always been a risk of papers being lost or destroyed by mistake. The new app means that if patients have trouble communicating their needs, hospital staff can always help them get the best possible care by looking at their screen.

The app was designed with the aid of people with learning difficulties, so it has the user in mind at every step. It uses a traffic light system:

- Red: What you MUST know about me
- Amber: What you NEED TO know
- Green: What you SHOULD know

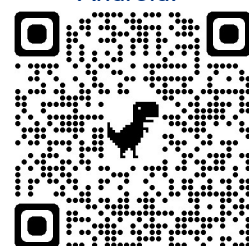
The app is still being rolled out across Devon, but it is free to download and share with healthcare staff. When you do, you, or a carer or family member, can fill out each section with your own care needs - absolutely anything you feel that hospital staff need to know when they look after you.

Please scan the QR code below to download the app:

Apple:



Android:



### REMINDER - DR SMOUT RETIRING IN JULY

You will probably be aware that our beloved GP Partner, Dr Smout, is retiring this month after 23 years of caring for patients at the surgery. The announcement was first made back in April, and Dr Smout's departure has come all too soon; her final day is Friday 29th July.

We understand that many of our patients have developed a very close relationship with Dr Smout over the years, and will want to pass on their kind words and remind her of what an impact she has had on families' lives. **If you want to leave a message for Dr Smout, please speak to any other member of staff**, who can make sure your words are passed on. Ideally, please speak to our Reception team either at the front desk or over the phone.

This isn't goodbye forever! Dr Smout will soon be returning to us on some occasions as a locum doctor, so although she won't be back on a regular basis, it is highly likely that you will see her again in the future.

## You can practice your religion and have your vaccinations

Many churches, imams, rabbis  
and scholars of other faiths  
have advised people they  
can have the COVID-19  
vaccination



Dr Joseph Omofuma, Pastor and GP

It's never too late to get vaccinated. To book  
in, or to find a walk-in clinic near you, please  
**call 119** or visit  
**[www.nhs.uk/conditions/coronavirus  
-covid-19/coronavirus-vaccination](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination)**

### 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](mailto:enquiriesatalbany.L83034@nhs.net))**

You can also complete the Friends and Family  
test on our website, or by filling out a card in our  
main reception area.

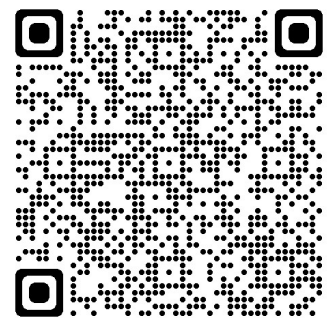
## VIRTUAL HOPE PROGRAMME FOR CHRONIC PAIN AND FATIGUE

The Virtual HOPE programme, organised by Torbay and South Devon NHS Foundation Trust, is  
running a 6-week course for people in Devon living with chronic pain and/or fatigue. It is a free  
self-care and self-management programme that aims to bring people together who are  
experiencing the same struggles with their health.

The course starts on Thursday 7th July, and runs until 11th August. To  
get the most out of it, you will need to commit 2 hours a week for the 6  
weeks. It is delivered through Microsoft Teams, so if you wished to sign  
up you would need a device that can run Teams, an internet connection,  
and audio and webcam.

For more information on the HOPE programme and how you can get  
involved, please visit

**[www.torbayandsouthdevon.nhs.uk/services/hope-  
programme](http://www.torbayandsouthdevon.nhs.uk/services/hope-programme)**. To book a place on the course, please scan the QR code to the right, or visit  
**[www.torbayandsouthdevon.nhs.uk/services/hope-programme/book-onto-a-  
hope-course/virtual-hope](http://www.torbayandsouthdevon.nhs.uk/services/hope-programme/book-onto-a-hope-course/virtual-hope)**.



Spaces are limited, so please book early to avoid missing out!

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