

AUGUST NEWSLETTER

SURGERY UPDATE



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Are you looking after someone and could they manage without you?

If you give unpaid care and support to another person, such as a loved one or neighbour, you are considered to be a carer. A carer may help with giving medicines, feeding or washing, provide emotional support, or they may help a person with moving about - but may also do much more.

A carer can be someone of any age, and may provide a few hours of support each week or even round-the-clock care. The important question is, **do you look after someone?**

If so, it is important to let us know so we can get a better picture of your individual health needs and the extra pressures that you may have in your life, and make sure you are getting the right advice and support. When you are giving crucial support to a loved one, you must also make sure your own health is not being ignored or overlooked. Please speak to a member of our Reception team, who will make sure this is included in your record.

A range of information and resources for carers can be found at **www.devon.gov.uk/care-and-health/carers**. Additionally, you may want to register with Devon Carers; an organisation which provides advice, guidance and support to carers in the local area.

To register with Devon Carers or for more information, please call **03456 434 435**, visit **devoncarers.org.uk**, or send an email to **info@devoncarers.org.uk**.

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).

Additionally, anonymous feedback can be given via the Friends and Family Test. To complete this, please visit our website (www.albanysurgery.co.uk) or fill out a Friends and Family test card at our front desk.

THE PATIENT PARTICIPATION GROUP

The PPG welcomes new members who are passionate about improving the care their surgery provides. Current patients of all ages and backgrounds are invited to apply.

If you would like to apply, please ask for an application form at our front desk, or visit **www.albanysurgery.co.uk/patient-participation-group** for more information or to complete the form online.

VISITING THE SURGERY IN HOT WEATHER

In July, record-breaking temperatures were seen in parts of the UK. Throughout August it is possible that temperatures will continue to stay high, which may have an effect on your experience while visiting us for an appointment.

We are mindful of the fact that the surgery building gets very hot when outside temperatures rise, especially on the upper floors. We are looking into ways to improve this, for now and for future summers, however everyone - especially those who are sensitive to the heat - should consider taking extra precautions when attending the surgery.

If your appointment is happening on Level 2 or 3 and you would prefer to wait on a lower level where it is cooler, please speak to a member of Reception at the front desk, who will be able to arrange this. Cold water dispensers can be found in the waiting rooms on Level 2 and 3; you may wish to bring your own water bottle, however paper cups are provided. If these are missing or need replacing, please let a member of staff know.

INFORMATION ABOUT LOCAL NHS SERVICES

MyHealth Devon is part of the Together for Devon service, and has been set up to give the people of Devon the latest information about various health conditions, waiting times for appointments at hospitals and for other services, and the different treatment options available. It may also help you find support in your local area.

Information on MyHealth Devon is regularly updated to make sure you're getting the most up-to-date advice.

Visit **www.myhealth-devon.nhs.uk** to get started.



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RADIOLOGY APPOINTMENTS

From Monday 8th August, Torbay Radiology is making temporary changes to the way appointments are booked. From this date, instead of patients calling to book, the appointments will be sent by post.

Patients can still call (**01626 656326**) to change or cancel an appointment once it has been made.

Radiology will move back to the phone booking system as soon as they are able, and will give further updates on the situation closer to that time.

HEALTHY START—GET HELP TO BUY HEALTHY FOOD AND MILK

Do you have a child under 4 years old? Are you more than 10 weeks pregnant? If so, you may be eligible to get help to buy milk and some healthy foods such as fruits, vegetables and pulses.

The Healthy Start scheme is open to those who receive certain benefits (for more details on eligibility, please visit **www.healthystart.nhs.uk/how-to-apply**) and is designed to help with the costs of plain cow's milk, fresh or tinned pulses, and fresh, frozen or tinned fruits and vegetables. For the full list of what foods are covered, please see

www.healthystart.nhs.uk/what-you-should-buy.

If you are eligible and would like to apply for a card or find out more about how it works, please call **0300 330 7010** or email **healthystart@nhsbsa.nhs.uk**. You can also apply online at **www.healthystart.nhs.uk/how-to-apply**.

TALKWORKS FOR MENOPAUSE

If you are experiencing menopause, you may be facing new challenges in your day-to-day life that affect your physical and mental health.

TALKWORKS will be running a six-week group from September that will teach participants more about how to manage the side effects of menopause that can have an impact on people's physical and emotional wellbeing. It will also be an opportunity for people to share their experiences, and learn from the experiences of others.

If you would like to learn more, or would like to access more of TALKWORKS' services, you can call **0300 555 3344**, or complete the self-referral form at:
www.talkworks.dpt.nhs.uk/#get-help

TALKWORKS is here to help you no matter what you are facing; the service is open to anyone over the age of 18 and living in Devon. They will work with you in a way that suits you, with flexible appointment times ranging from early morning or evening sessions and online, telephone or face-to-face options.

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