

# OCTOBER NEWSLETTER

## SURGERY UPDATE



01626 334411  
enquiriesatalbany.L83034@nhs.net

### Healthy Living with Type 2 Diabetes

In November, Torbay and South Devon NHS Foundation Trust will be running an Update course for people living with Type 2 Diabetes.

The course is set up for:

- People who were diagnosed with Type 2 Diabetes two or more years ago, and who have not attended an educational course in the past.
- Patients who attended an educational course over 12 months ago.

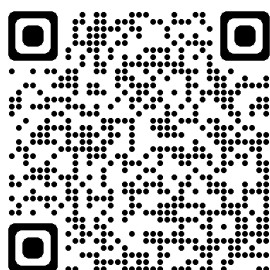
The course will be run by a varied team of healthcare professionals, and takes place over one educational session - online or face-to-face (depending on the day you choose). You will be given resources, tools, and information to help empower you to manage your diabetes in the long term.

There will also be question and answer opportunities to help you get advice that is suited to you.

The course takes place on **Saturday 5th November via Microsoft Teams (12PM - 4:15PM)**, and on **Saturday 26th November at the Carlton Hotel, Torquay (9AM - 2:30PM)**. A session at a Newton Abbot location is also being organised, set to take place in January however the details are yet to be confirmed.

If you would like to book onto this course or for further information, please call **0300 456 1006**.

For more information about the course, please scan the QR code on the right.



### 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)).

Additionally, anonymous feedback can be given via the Friends and Family Test. To complete this, please visit our website ([www.albanysurgery.co.uk](http://www.albanysurgery.co.uk)) or fill out a Friends and Family test card at our main reception.

### 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](http://www.albanysurgery.co.uk/patient-participation-group) for more information or to complete the form online.

### WORLD MENOPAUSE DAY

World Menopause Day takes place on Tuesday 18th October, and aims to raise awareness of the menopause and the support options available for health and well-being. At Albany, we want to encourage our patients to start the conversation, and help those experiencing this change in their lives.

The theme for this year is Cognition and Mood. In light of this, we would like to remind our patients of the options available for those who need support with their mental well-being. If you would like to self-refer to TALKWORKS, you can call **0300 555 3344**, or complete the self-referral form at:

**[www.talkworks.dpt.nhs.uk/#get-help](http://www.talkworks.dpt.nhs.uk/#get-help)**. You may also wish to speak to a GP at the surgery; our clinicians have had significant training on the menopause, and are here to support all patients experiencing symptoms.

If making an appointment, please be sure to call when our phone lines open at 08:30 to avoid missing out. Alternatively, please fill out an eConsult at [albanysurgery.webgp.com](http://albanysurgery.webgp.com).

## END OF LIFE CARE - OUT OF HOURS

We understand that the need for urgent care does not end when a GP surgery closes for the day. End of life care (or Palliative care) is no exception to this.

The out of hours service, accessed via **111**, is now handled by Practice Plus Group. If you need to arrange end of life care for yourself, or a loved one, outside surgery operating hours, you should call **111**, and when prompted, choose option 2 for a Palliative care need.

A trained health advisor will take some information from you, and try to transfer your call to a clinician. If this is not possible, the clinician will try to call you back within 10 minutes.



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## FLU JABS AT ALBANY

If you are eligible for a flu vaccine or your child has received an invite, it is not too late to book into one of our clinics.

You may have recently received a text invite; if this has expired, do not worry.

You can still call the surgery (**01626 334411**) to book in with our Patient Care team.

## COVID-19 VACCINATION AT NEWTON ABBOT RACECOURSE

In line with current government guidance, a COVID-19 autumn booster vaccination is being offered to all patients over 50 years of age, living in a residential care home, or who are in a clinical risk group. Health and social care workers are also eligible for this booster.

We are aware that many patients are having trouble booking vaccinations at Newton Abbot Racecourse, and understand that this is a very popular location for many people in the local area. Please be assured that the Racecourse will be offering appointments; however you may need to check back at a slightly later date if you are not offered this as a choice when booking.

You can book a booster by calling **119**, or visiting [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). You should be offered an appointment between now and December, and should have the vaccine at least 3 months after your last dose.

## STOPTOBER - THE 28-DAY STOP SMOKING CHALLENGE

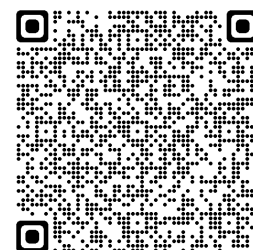
The decision to quit smoking is entirely individual, and no one can make you do this if you don't want to. However, if you are thinking about stopping and feel that now is the time, you will be in good company - as Stoptober is back for the month.

Stoptober is a 28-day challenge; the goal of which is to help you quit smoking for good. Studies have shown that people who can stop for 28 days, are 5 times more likely to quit for good.

Some people prefer to quit using willpower alone, but if you would rather have extra support to make sure you quit for good, a range of different options are available to you. For current smokers, the NHS recommends stop-smoking aids, alternatives such as vaping, and the help of a local Stop Smoking Service such as One Small Step ([onesmallstep.org.uk](http://onesmallstep.org.uk) - call **01392 908139** or text **QUIT** to **60777** to find out more).

The official Stoptober website has a wealth of useful information and advice to help you get started, including links to the NHS Quit Smoking App. It would be impossible to mention all the content here, so this website is the best place to start.

Scan the QR code to the right, or search "**Stoptober**" on your search engine.



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

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