

NOVEMBER NEWSLETTER

SURGERY UPDATE



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Steady On Your Feet - lower your risk of falls!

If you have recently had a fall, or felt unsteady on your feet, it can affect your confidence and change many parts of your life for the worse.

Falling is a common problem, but it's not an unavoidable part of getting older. Local authorities have joined with the NHS to bring you Steady On Your Feet - a campaign designed for anyone who might be worried about feeling unsteady on their feet, to help improve confidence and lower the risk of falls.

You can access the campaign here:

<https://www.steadyonyourfeet.org/devon> or
[@steadyonyourfeet](#) (Twitter)

and complete the online self-assessment, which will give you advice, guidance and resources suited to your own experiences and individual challenges.

As you go through the assessment you can add the suggestions to your own Action Plan. You will learn simple ways you can make your home safer if you're at risk of falling, or worried about falling at home.

If you want to do the assessment but aren't able to get on the website yourself, consider asking a close friend or relative for help.

Or, if someone you know is unsteady on their feet, consider starting the conversation about falls. This can be a difficult subject for a lot of people to bring up, but sometimes talking about someone's concerns and making plans can put their mind at ease and improve their confidence.

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 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 for more information or to complete the form online.

PLANNED ROADWORKS ON EAST STREET

Devon County Council has made the surgery aware of road works planned to take place on East Street (the busy main road just outside the surgery) and Scott Close (the small road outside the surgery).

The planned works are to improve the entrance to Scott Close, renew the pedestrian crossing signals on East Street, and to resurface the road near the crossing. We're waiting for more details, but will pass on updates as we get them.

Right now, the work is expected to take place in January and/or February 2023; when we have confirmed dates, we will update our patients. This work is expected to take place at night, however, disruption to the normal flow of traffic is still possible.

ORCHA—YOUR HEALTH APP FINDER

Finding the right app to manage your condition can be overwhelming, as there are hundreds of thousands to choose from and most don't meet the standards they should.

NHS Devon has created an app library to help you find the right one for your health needs. ORCHA:

- Reviews health apps.
- Asks important questions such as "how does this app protect people's data and privacy?"
- Tells you if the app is free or not.
- Gives you an overall score of user-friendliness.

Visit ORCHA here (<https://devon.orchha.co.uk>) and search for your health condition to get started.



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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.

GET INFORMATION IN A WAY THAT WORKS FOR YOU

We want to empower all our patients to look after their health and get the best out of their visit to the surgery, and that means making sure everyone can get the same information in a way they understand best.

This might mean:

- Writing posters or leaflets with less words, or with pictures.
- Giving the same information but in a different language.
- Recording audio leaflets, or offering them in Braille.
- Booking a BSL (British Sign Language) interpreter for a patient's appointment.
- Booking a translator for an appointment.

If you, or someone you care for, needs a translator or BSL interpreter for an appointment, please let us know when you book the appointment - we will make sure this is arranged.

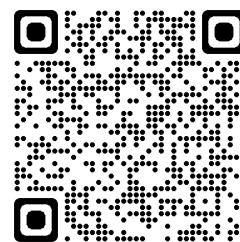
If you need any written information in a different language or in easy-read form, please do not hesitate to let someone at the surgery know, as this can be provided.

APP FOR YOUNG PEOPLE LIVING WITH TYPE 1 DIABETES

The NHS has recently released Digibete - a new resource for children and loved ones to help manage Type 1 Diabetes. Digibete (<https://www.digibete.org>) contains a wealth of resources and videos to help young people and their families manage diabetes, including advice on food and drink, sports and activity, emotional well-being, school, driving, and essential information for anyone who has recently been diagnosed.

You can also store important information such as insulin ratios, recent blood sugar history, care plans, future appointments, and more. Download the app for free here or scan the QR code to the right:

<https://www.digibete.org/digibete-app>



Torbay Hospital are working with Digibete to share newsletters, top tips, and meetings in the local area, so we encourage all young adults (age 18-26) with diabetes to download the app and look for updates. The app connects to Torbay's local services using a unique clinic code shown below. When you download the app, you will be asked to either log in or sign up. When you first sign up, enter the following clinic code: **2ST6H**

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

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