

DECEMBER NEWSLETTER



SURGERY UPDATE

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CHRISTMAS OPENING HOURS AND PRESCRIPTIONS

As we get ready to celebrate the festive season and the New Year, we would like to inform you of the days the surgery will be closed due to the upcoming bank holidays. Please take a look at the bank holiday table below for the days we will be shut.

The bank holidays will also affect the time it takes us to process your prescription requests. To avoid delays in receiving your medicines, please refer to the table below - requests can be made online or by dropping off in our letterbox, and you should expect prescriptions to be issued 3 working days after your request is made via either of these methods.

You can request repeat prescriptions up to 14 days before you are due to run out.

If you do have problems 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.**

The surgery will be...	...on this day...	...And prescriptions requested on that day (left column) should be ready on:
OPEN 08:30 - 18:00	Thursday 22nd December	Thursday 29th December
OPEN 08:30 - 18:00	Friday 23rd December	Friday 30th December
CLOSED (Except for Extended Access)	Saturday 24th December (Christmas Eve)	Friday 30th December
CLOSED	Sunday 25th December (Christmas Day)	Friday 30th December
CLOSED	Monday 26th December (Boxing Day)	Friday 30th December
CLOSED	Tuesday 27th December (Bank holiday)	Friday 30th December
OPEN 08:30 - 18:00	Wednesday 28th December	Tuesday 3rd January
OPEN 08:30 - 18:00	Thursday 29th December	Wednesday 4th January
OPEN 08:30 - 18:00	Friday 30th December	Thursday 5th January
CLOSED (Except for Extended Access)	Saturday 31st December (New Year's Eve)	Thursday 5th January
CLOSED	Sunday 1st January (New Year's Day)	Thursday 5th January
CLOSED	Monday 2nd January (Bank holiday)	Thursday 5th January
OPEN 08:30 - 18:00 (closed 12:00-14:00 for training)	Tuesday 3rd January	Friday 6th January
OPEN 08:30 - 18:00	Wednesday 4th January	Monday 9th January

DECEMBER FLU CLINIC

If you're eligible for a flu vaccine and would like to have one, it's not too late if you haven't yet had a jab.

The surgery is running a flu clinic on Wednesday 14th December from 09:00 to 13:30 for all adults over the age of 50, or in clinical risk groups.

You may have received a text invite and a link to book in on your phone. If you cannot book an appointment using this link, please contact the surgery (**01626 334411**); our Patient Care team will be happy to book you in over the phone.



facebook.
@Albany Surgery

Albany
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INFORMATION FOR CARERS - REQUESTING PRESCRIPTIONS

We understand that it can be difficult to contact the surgery by phone to request prescriptions.

If you care for someone, and if you can access the internet from a computer, tablet or smartphone, you can request repeat medicines on someone's behalf using our online service without having to call at a specific time or wait in the queue.

You will need to have written permission from the person you care for. If they are happy for you to access their online services for them, please provide a letter with their full name and date of birth, and your name, and giving details of what you are being giving permission for (for example, access to their online services).

This letter must be signed by the person you care for, and the signed copy dropped off in our letterbox or the signed copy emailed to us (enquiriesatalbany.L863034@nhs.net).

Once we have received this, please speak to a member of our Patient Care team to get set up for online services. You can then access this service by going to our website (www.albanysurgery.co.uk) and clicking on the "Prescriptions" box on the home page.

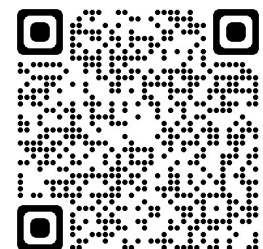
STAY WELL IN WINTER

Cold weather can make some existing health problems worse or cause serious illness in some people, and rising energy costs are making it harder for many people to keep warm in winter. If you are aged 65 or over, have a long-term health condition, disability or mental health condition, or are pregnant, you may be more vulnerable to the effects of the cold. Babies and children under the age of 5 are also at a higher risk.

The NHS has issued advice to help you stay safe and well through the winter. Please visit www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well for more information.

There are five alert levels for cold weather. These alerts are released by the Met Office every year from 1st November until 31st March, and are there to warn you ahead of time about adverse weather conditions which could affect your health, giving you time to prepare.

You can also sign up to have the alerts emailed straight to you. To go straight to this page, please scan the QR code on the right.



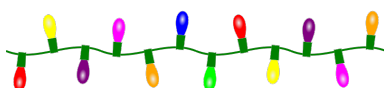
For more information, please visit

www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts.

Help and advice on managing the cost of living can be found at

<https://www.moneysavingexpert.com/utilities/how-to-get-help-if-you-re-struggling-with-your-energy-bills/>

We wish you a very merry Christmas filled with fun and joy, and a happy new year
- from everyone in the Albany team!



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