

FEBRUARY NEWSLETTER

SURGERY UPDATE



01626 334411
enquiriesatalbany.L83034@nhs.net

RECYCLE PRE-FILLED NOVO NORDISK PENS AT YOUR LOCAL PHARMACY

You may be prescribed pre-filled Novo Nordisk pens as part of your care. Each year, 23 million empty pens are incinerated or sent to landfill. Thanks to the PenCycle scheme, these pens can now be recycled at participating pharmacies.

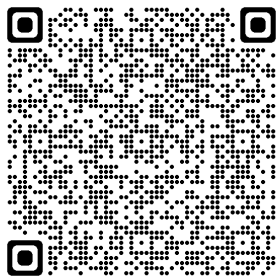
Get started by picking up a PenCycle Return Box from your local Boots store at:

- Courtenay Street, Newton Abbot
- Gestridge Road, Kingsteignton
- Kingsteignton Retail Park

Or you can order Return Boxes directly from PenCycle via the website:
www.pen-cycle.co.uk.

You can send up to 12 empty pens per Return Box (but please make sure the needles are taken out before sending!). When full, simply drop off the box at one of the above pharmacies, or Freepost it to the address printed on the back.

For PenCycle's patient leaflet including FAQ, please scan the QR code below.



For the full list of participating pharmacies in South Devon, or for more information about the PenCycle scheme, please visit their website at
www.pen-cycle.co.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 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.

DO WE HAVE THE RIGHT CONTACT DETAILS FOR YOU?

If you've moved house recently, or changed your mobile phone number or email address, you should make sure you've let us know. It's important for your GP surgery to have the right contact details for you so we can call you, or send an email or letter if we need to.

Having the right contact details on your record also helps us keep some of your personal information safe, such as dates and times of upcoming appointments.

If you've been registered at the surgery since you were a child and are now a young adult, the phone number or email address on your record could still belong to a parent as these details can't be updated unless you ask us to.

If you need to change the contact details we have on your record, or if you'd like to confirm we have these right, please call the surgery on **01626 334411**, or send an email to "enquiriesatalbany.L83034@nhs.net" - our Patient Care team will be happy to help you in either case.



I TEST.

To be part of the generation that stops HIV.

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Grace House, Scott Close,
Newton Abbot, TQ121GJ

01626 334411

enquiriesatalbany.L83034@nhs.net

REMINDER OF ROAD WORKS

In late 2022 we provided some information about the planned improvement works to the area just outside the surgery and Sainsbury's, which aimed to start in early 2023.

We can confirm that these works will begin in February 2023. This may affect normal access to the surgery.

To find out more, visit www.devon.gov.uk
(Devon County Council).

HAVE YOU HAD YOUR ANNUAL REVIEW?

Albany patients with certain long-term conditions, and those who use HRT or the contraceptive pill, are invited for annual reviews. If you need an annual review, you will have received an invite around your birthday month to contact the surgery.

What happens during your annual review depends on the reason for your review. Most patients will be sent a questionnaire to fill out and may be asked to come to the surgery for an appointment at this stage. For some patients, no appointment will be needed and our Nursing team will ask you to carry on as normal for the year ahead.

Annual reviews are an important way of monitoring long-term conditions such as asthma, diabetes, some mental health conditions and heart disease, as well as for people who live with dementia or have had strokes in the past. Patients registered as having a learning disability will also be invited for a nationally-approved appointment.

You'll also be invited for monitoring if you are on certain medicines, have high blood pressure, or a blood test has found sugar in your blood at any point in the past.

If you've had an invite, it's important that you don't ignore it, and it's never too late to make your appointment if you've been asked to book one. To book, or to find out if you should book, contact the surgery on **01626 334411** and choose **option 4** to speak to the Annual Review team.

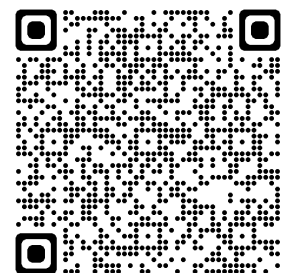
DEVON HEALTH GUIDE DELIVERED TO 100,000 HOMES

Over 100,000 homes in Devon are set to receive a local health services guide at the end of February.

The guide has been developed by NHS Devon and is aimed at people who live less than 2 miles from the Emergency Departments.

The guide has advice on when to contact 111, the services offered by community pharmacies, how to access vaccinations, and suggestions on a range of mobile apps which may be able to help in many situations.

If you do not receive this health guide in your area, you can still get a copy by scanning the QR code on the right.



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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