

# MAY NEWSLETTER



## SURGERY UPDATE



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The Coronation of King Charles III approaches, and we at Albany hope all our patients have a fun and relaxing Bank Holiday as we celebrate this historic occasion. Unfortunately the coming Bank Holidays mean surgery closures, so please take a look at the Bank Holiday tables on the next page to make sure you get all your medicines on time.

### NEW PATIENT CARE CO-ORDINATOR JOINING THE ALBANY TEAM - WELCOME!

We are pleased to announce that our Patient Care team is growing. Please join us in wishing a warm welcome to...

**MICHELLE**

Patient Care Co-Ordinator

Michelle comes to Albany from a Pharmacy background. You will get to know her over time if you need to call us or come to the surgery, as she will now be part of the core team who helps with your queries both over the phone and at the surgery.

### CHEAPER HRT FOR WOMEN WITH MENOPAUSE SYMPTOMS

From 1st April 2023, women in England are able to get cheaper hormone replacement therapy (HRT) through a new Prescription Prepayment Certificate (PPC).

Women being prescribed HRT will have access to a new scheme which lowers the cost of a year's worth of menopause-related medicines to the cost of 2 single prescription charges (currently £19.30).

You can apply for the PPC online (NHS Business Services Authority - scan the QR code below to go directly to their page) or at some pharmacies.



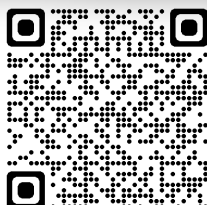
### MEETINGS FOR DEVON ADULTS WITH AUTISM

Dimensions For Autism (DFA) is an organisation which offers support to Devon adults on the autism spectrum who do not have a learning disability.

They also represent the autistic community at meetings by Devon County Council.

DFA holds meetings online and in Newton Abbot and Exeter, on Thursday afternoons from 2:30 to 4:30.

For more information visit [dimensionsforautism.life](https://dimensionsforautism.life) or scan the QR code below.



### COVID-19 SPRING BOOSTER VACCINATIONS

Invitations have been sent to all our patients who are eligible for the COVID-19 spring booster, and our clinical teams have been busy vaccinating patients who aren't able to leave their homes.

If you've received an invitation for the booster, it's not too late to book into our clinic at the surgery on Saturday 17th June if you want to be vaccinated and haven't yet booked a space.



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The Spring Booster campaign will run until the 30th June.



**Grace House, Scott Close,  
Newton Abbot, TQ12 1GJ**



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**enquiriesatalbany.L83034@nhs.net**



**facebook.**

## 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.

To apply:



Pick up an application form at the surgery



**albanysurgery.co.uk/patient-participation-group**

## BANK HOLIDAY PRESCRIPTION REQUESTS

Surgery closure over the Easter bank Holiday will affect how long it takes us to process prescription requests. To avoid delays in getting your medicines, please see the tables below.

**Affected days and Bank Holidays are highlighted.** You can request repeat prescriptions up to 14 days before you're due to run out.

You should expect prescriptions to be issued 3 working days after making a request.

If you experience any problems with getting 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).**

Day of request	Day of issue
Wednesday 26 <sup>th</sup> April	<b>Tuesday 2<sup>nd</sup> May</b>
Thursday 27 <sup>th</sup> April	<b>Wednesday 3<sup>rd</sup> May</b>
Friday 28 <sup>th</sup> April	<b>Thursday 4<sup>th</sup> May</b>
Saturday 29 <sup>th</sup> April	<b>Thursday 4<sup>th</sup> May</b>
Sunday 30 <sup>th</sup> April	<b>Thursday 4<sup>th</sup> May</b>
<b>Monday 1<sup>st</sup> May</b>	<b>Thursday 4<sup>th</sup> May</b>
Tuesday 2 <sup>nd</sup> May	Friday 5 <sup>th</sup> May
Wednesday 3 <sup>rd</sup> May	<b>Tuesday 9<sup>th</sup> May</b>
Thursday 4 <sup>th</sup> May	<b>Wednesday 10<sup>th</sup> May</b>
Friday 5 <sup>th</sup> May	<b>Thursday 11<sup>th</sup> May</b>
Saturday 6 <sup>th</sup> May	<b>Thursday 11<sup>th</sup> May</b>
Sunday 7 <sup>th</sup> May	<b>Thursday 11<sup>th</sup> May</b>
<b>Monday 8<sup>th</sup> May</b>	<b>Thursday 11<sup>th</sup> May</b>
Tuesday 9 <sup>th</sup> May	Friday 12 <sup>th</sup> May
Wednesday 10 <sup>th</sup> May	Monday 15 <sup>th</sup> May

Day of request	Day of issue
Tuesday 23 <sup>rd</sup> May	Friday 26 <sup>th</sup> May
Wednesday 24 <sup>th</sup> May	<b>Tuesday 30<sup>th</sup> May</b>
Thursday 25 <sup>th</sup> May	<b>Wednesday 31<sup>st</sup> May</b>
Friday 26 <sup>th</sup> May	<b>Thursday 1<sup>st</sup> June</b>
Saturday 27 <sup>th</sup> May	<b>Thursday 1<sup>st</sup> June</b>
Sunday 28 <sup>th</sup> May	<b>Thursday 1<sup>st</sup> June</b>
<b>Monday 29<sup>th</sup> May</b>	<b>Thursday 1<sup>st</sup> June</b>
Tuesday 30 <sup>th</sup> May	Friday 2 <sup>nd</sup> June

(From Tuesday 9th May until the end of Tuesday 23rd May, you should expect medicines to be ready as normal)

In April, 187 booked appointments were missed (that's 51 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.