



JUNE NEWSLETTER



SURGERY UPDATE

CALL  01626 334411
EMAIL  enquiriesatalbany.L83034@nhs.net


THE NHS HEALTH CHECK

All adults in England between the ages of 40 and 74 (who don't have annual reviews for pre-existing long-term conditions) are eligible for a free NHS health check.

It can help spot early signs of some conditions like strokes, kidney disease, heart disease, Type 2 Diabetes, and dementia.

The health check takes place at Albany, with a member of our Nursing Team. You will be asked some questions about your health and lifestyle, and your height and weight will be measured. A blood test will also be done.

To book an NHS health check, or for more information, please contact the surgery:

CALL  01626 334411

*The whole Albany team welcomes our patients back to the surgery after what we hope has been a fun and relaxing Bank Holiday period for everyone!
The NHS' 75th anniversary is approaching, so keep an eye on our website for information on what we are doing to celebrate this incredible milestone, and how you can get involved.*

WELCOME TO A NEW MEMBER OF THE ALBANY TEAM!

Since May, the Albany family has continued to grow as we have welcomed our newest Patient Care Co-Ordinator. We hope you will join us in wishing a warm welcome to...

MICHELA

Patient Care Co- Ordinator

Before Albany, Michela has worked in a GP surgery and has quickly settled into her new role with us. She will be part of the core team who helps you with a range of queries at the surgery, so you will get to know her over time.

WORLD CONTINENCE WEEK: 19th - 23rd JUNE


This year, World Continence Week will focus on the difficulties faced by people living with continence problems, and the problems that aren't widely discussed.

Bladder and Bowel UK estimates that around 14 million people are affected by continence problems in the UK. For a lot of people this is not an easy thing to talk about, and so many people will suffer in silence.

Urinary and bowel continence problems can have a huge impact on quality of life, and cause embarrassment, anxiety, and significant distress. If you are experiencing problems with continence, we recommend talking about this with your doctor. You can also get in touch with Bladder and Bowel UK for specialist advice.

Bladder and Bowel UK is an organisation dedicated to supporting bladder and bowel health in everyone. They host helpful information on their website including guidance, advice and signposting to services, and their national helpline offers confidential advice. Take a look at the Bladder and Bowel UK website to learn more:

WEB  www.bbuk.org.uk

CALL  0161 214 4591

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

CALL  **01626 334411**

EMAIL  **enquiriesatalbany.L83034@nhs.net**

 **facebook.**

In May, 292 booked appointments were missed, including appointments for vaccinations (that's 64.6 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

NEWTON ABBOT WELLBEING SHOW

Newton Abbot hosts its fourth Wellbeing Show in June, giving you the chance to connect with like-minded people and organisations who can offer you holistic support. There will also be many free workshops and exhibits to help you get the most out of the day.

When?

Saturday 3rd June 2023

Where?

Newton Abbot Racecourse

What time?

10AM - 4PM

Anything else?

£4 entry for adults

HOW LONG WILL MY REQUEST TAKE?

We understand that it can be frustrating to wait for information to come back from the surgery when you have made a request, such as for a medical report - or when a referral has been made, or when you register as a new patient. We hope the following advice can be helpful:

- New patient registrations take 14 days to process. You should contact your current surgery if you need medicines during this time.
- The hospital should contact you within two weeks after your GP has referred you for a Two Week Wait, but this can vary. If you haven't had a letter or phone call after this time, please contact us for advice.
- Medical reports should be done within 30 working days, but this can vary depending on the request.
- "To Whom It May Concern" letters take around 2 weeks to be ready.
- If we haven't contacted you 7 days after a blood test with us, you should call us for the results.
- You should expect prescriptions to be at your nominated pharmacy 3 working days after you make the request. If the prescription is not there, please contact us for advice.

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

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.

How to leave feedback:



COME IN



CALL



LETTER



EMAIL

Additionally, anonymous feedback can be given as Friends and Family feedback. To complete this, please visit our website (www.albansurgery.co.uk) or fill out a Friends and Family feedback 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.

How to apply:



Pick up an application form at the surgery



albanysurgery.co.uk/patient-participation-group