


JULY NEWSLETTER



Alban
surgery 

SURGERY UPDATE

CALL  01626 334411

EMAIL  enquiresatalbany.L83034@nhs.net



We hope all our patients are enjoying the lovely weather, but want to remind you that the surgery building can get extremely hot. Please help yourself to water from the watercoolers in the waiting areas and let a member of staff know if we run out of cups. If you feel unwell or light-headed, please avoid using the stairs - we encourage you to use the elevator instead.

NHS 75th ANNIVERSARY COFFEE MORNING AT ALBANY

To celebrate the NHS' 75th anniversary, the Partners at Albany would like to welcome all our patients to drop into our informal coffee morning on **Thursday 6th July**.

The coffee morning will be running from **11AM until 1PM**, with scheduled talks at the following times:

- **11:30** - Mindfulness and Wellbeing, led by Mr Steve Pearse
- **12:15** - A Brief Talk on Menopause, led by Dr Katie Lambert

And of course, there will be coffee, tea, biscuits and scones for you to enjoy while you meet and speak to members of our different healthcare teams.

Our Practice Nurses will be giving advice about long-term conditions, and our Health and Wellbeing team will be able to tell you more about support services in the local area. You will also be able to talk to some of our GPs and Advanced Nurse Practitioners who deliver complex and urgent care to many patients every day.

Members of Albany's Patient Participation Group will be sharing their experiences of supporting and improving the surgery through this crucial service, and you will be able to sign up to become a member if you are interested in joining.

You will also be able to book in for a free NHS Health Check with our Admin team if you're between 40-74 years old and don't have annual reviews for an existing long-term condition.

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



albansurgery.co.uk/patient-participation-group



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



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enquiriesatalbany.L83034@nhs.net

In June, 258 booked appointments were missed, including appointments for vaccinations (that's 63 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

HAVE A NATTER AND A CUP OF TEA AT NEWTON'S PLACE!

Come and have a cup of tea, biscuits, and a friendly natter **every Friday from 1PM to 3PM at Newton's Place** (at Newton Abbot Museum)!

Previously called the Warm Bank sessions, this small group gets together to do crosswords, knit, get on with any other crafts they want to bring, or simply call in for a natter with good company.

GOOD CARE MONTH - CARERS UK ANNUAL SURVEY

Carers UK understand the importance of carers and the challenges they face to keep caring. Life as a carer can be complex with challenges faced on a daily basis. Supporting carers makes sure that the people they care for can stay at home where possible.

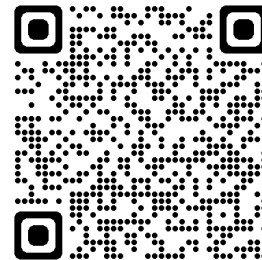
July is Good Care Month, and Carers UK would like carers to fill in their annual survey. The survey looks to understand and change the difficulties faced by carers in looking after their loved ones. This year's survey looks at areas such as health, employment, and finance.



www.carersuk.org

To complete the survey, please visit
www.surveymonkey.co.uk/r/LLCDH3C

Or scan the QR code on the right.



CHANGES TO SELF-REFERRAL FOR PHYSIOTHERAPY

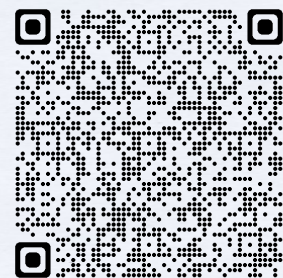
The way that you can self-refer for Physiotherapy treatment is changing.

The Physiotherapy service provided by Torbay and South Devon NHS Foundation Trust will be offering a new style service from the 17th July. This is a "digital first" service which offers you a virtual consultation within 7 working days.

This new service hopes to reduce waits for all patients.

If a virtual consultation does not suit your needs or you aren't able to use the digital option, you will still be able to make an in-person appointment - although waits for face-to-face appointments are currently at 6-8 weeks.

Please scan the QR code on the right to take a look at the information leaflet provided by Torbay and South Devon on what to expect at a face-to-face appointment.



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