

AUGUST NEWSLETTER



SURGERY UPDATE

CALL ☎ 01626 334411

EMAIL @ enquiriesatalbany.L83034@nhs.net



As the summer holidays get under way, we hope all our patients have been finding fun things to do even though the weather has been quite disappointing so far!

We hope the weather will pick up eventually, so everyone can enjoy the summer sun if they want to.

BANK HOLIDAY PRESCRIPTION REQUESTS

Surgery closure over the August Bank Holiday will affect how long it takes us to process prescription requests. To avoid delays in getting your medicines, please see the table on the right.

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 have 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
Tuesday 22nd August	Friday 25th August
Wednesday 23rd August	Tuesday 29th August
Thursday 24th August	Wednesday 30th August
Friday 25th August	Thursday 31st August
Saturday 26th August	Thursday 31st August
Sunday 27th August	Thursday 31st August
Monday 28th August	Thursday 31st August
Tuesday 29th August	Friday 1st September



SURGERY PHONE SYSTEM CHANGING IN SEPTEMBER

We are delighted to let you know that the surgery is moving to a new phone system at the start of September. The new system, which several surgeries in Torbay have already moved to, is called Babblevoice and as a patient you can expect great improvements such as:

- The option to put down your call and get a call back when you're first in the queue, letting you get on with your day
- Less risk of your call being dropped from the queue, or the system going down
- No limits to how many people can queue at once
- Being able to prioritise callers based on their urgent needs (for example, patients under palliative care or those with respiratory conditions in the winter months)

Please keep an eye on our website (albanysurgery.co.uk) for the latest information as it comes. You should also keep in mind that we expect technical problems at the time we change to the new system, so please be ready for delays in getting through to us. We thank you in advance for your patience when this happens.

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

CALL  **01626 334411**

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

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

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.albanysurgery.co.uk**) or fill out a Friends and Family feedback card at our main reception.

In July, 224 booked appointments were missed, (that's 68 and a half hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

IF YOU'RE A VETERAN, PLEASE LET US KNOW!

For healthcare purposes, a veteran is anyone who has served for at least one day in HM Armed Forces (Regular or Reserve) or who has served in Merchant Navy Seafarers and Fisherman on a vessel at a time when it was operated for military operations by HM Armed Forces.

There are just under 2.5 million British Armed Forces veterans in the UK. About 90% are male, and 60% are aged 65 and over.

Albany is an accredited Veteran Friendly GP practice and is committed to upholding the Armed Forces Covenant which says that veterans should have priority treatment for conditions that result from their service in the Armed Forces.

So if you're a veteran and we need to refer you for a condition that has come about as a result of your service, with your permission we will mention in your referral that you are a veteran and should have priority treatment. This is subject to clinical need - so other patients who need a very urgent referral will be prioritised first.

If you are a veteran, it's important that you let the surgery know so we can make this happen. If you would like to know more about the support for veterans in the local area, please contact our Health and Wellbeing team (call us on **01626 334411** or email **d-icb.nwellbeingteam@nhs.net**).

Please take a look at our website (**albanysurgery.co.uk/information-for-veterans**) for more information.