

SEPTEMBER NEWSLETTER



Alban
surgery 

SURGERY UPDATE

CALL  01626 334411

EMAIL  enquiriesatalbany.L83034@nhs.net

As we move into September, we hope all our patients have had a rewarding and relaxing summer.

This month we're excited to move over to our new phone system - something we've been carefully planning for many months. Please keep an eye on our website for the latest information.

FLU AND COVID-19 VACCINATIONS

We have started sending invites to eligible patients for the yearly flu vaccinations. If you should have the flu jab this year, you will receive a text or letter with instructions on how to book into the upcoming clinics, so please look out for these over the coming weeks.

The government has recently released new guidance encouraging healthcare providers to give the COVID-19 booster vaccine for the Autumn/Winter earlier than planned this year. This is due to public health concerns over the winter period and we are acting as quickly as we can.

We will be offering the COVID-19 vaccine this year, and we hope to give our patients the flu and COVID jabs in the same clinic, in one sitting, however this is not yet confirmed. Please keep an eye on our website for more information on this - we will pass on all information on how to book COVID-19 vaccines as we receive it.

You will only be given the vaccine - or vaccines - that you want, so if you wish to have one but not the other, this will be respected.

We may send a text with a link to book in on your phone, but if you have problems with booking this way, please contact the surgery on **01626 334411 and choose option 1.**

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.

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

COME
IN



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

CALL



01626 334411

EMAIL



enquiriesatalbany.L83034@nhs.net

In August, 294 booked appointments were missed, (that's 78 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

NEW TELEPHONE SYSTEM GOES LIVE 19th SEPTEMBER

We are excited to change over to our new telephone system, Babblevoice, which offers many helpful features for patients calling in. This will go live with a planned date of Tuesday 19th September.

Although we hope the move goes perfectly, we want to prepare for all outcomes. For this reason you should expect disruption to the phone system on this day.

We apologise for any inconvenience this causes.

COMMUNITY SHED - MAKE, REPAIR, AND MEET NEW PEOPLE

Newton Abbot Community Shed is a place for everyone to come together to make something new, repair or upcycle loved items, learn new skills, share skills, and make new friends - all while enjoying a nice cup of tea.

The Shed was set up by a group of local friends who wanted to create a space that can be enjoyed by people of all skill levels. Whether you're a novice or have years of experience, you will be welcomed!

Sessions take place in **Room C1** (part of the former pottery studio) in **Newton Abbot Library**. They are on **Fridays, between 09:30 and 12:30**.

For more information, search "**Newton Abbot Community Shed Group**" on Facebook - or visit newtonabbotshed.co.uk.

WORLD SEPSIS DAY - 13th SEPTEMBER

Sepsis is a life-threatening reaction to an infection, and it can be fatal. It's important to know the signs and symptoms.

In adults and older children, the symptoms can be concerning. They include confusion and slurred speech, blue or grey blotchy skin, a rash that doesn't fade when you roll a glass over it, and irregular breathing or shortness of breath.

If you have any suspicions of sepsis, it's important to call either 999 or 111.

World Sepsis Day raises awareness of sepsis, and encourages many challenges and events to take place in support of World Sepsis Day. There are many social media challenges that you can support, or there are suggestions on the types of events you could organise, and how to get started.

Visit www.nhs.uk/conditions/sepsis for more information about sepsis.

Visit www.worldsepsisday.org/wsd2023 to learn more about World Sepsis Day.

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