



# *Practice Leaflet*

*'Continually working hard  
to maintain and improve our high levels  
of patient care'*

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

*01626 334411*

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*<https://www.albanysurgery.co.uk>*

# Welcome to the practice



Alban Surgery is located in the heart of Newton Abbot and cares for more than 10,200 patients; in the town and areas around it. In 2013, we moved to our new building which was made just for a GP surgery, meaning we could give a better service to our patients.

## *Practice Opening Times*

<b>Monday</b>	08:30 -13:00 — 14:00-18:00
<b>Tuesday</b>	08:30-12:00, 14:00-18:00 <b>2 Hour training shut down</b>
<b>Wednesday</b>	08:30 -13:00 — 14:00-18:00 18:00—20:00 <b>Extended Access, limited services only</b>
<b>Thursday</b>	08:30 -13:00 — 14:00-18:00
<b>Friday</b>	08:30 -13:00 — 14:00-18:00
<b>Saturday</b>	08:30 -13:00 — 14:00-18:00 <b>Extended Access, limited services only</b>
<b>Sunday</b>	<b>CLOSED</b>

In Extended Access times, you won't be able to call us. You will only be able to come into the surgery to have a pre-booked appointment, or to request/pick up prescriptions or correspondence.

# *The GP Partners of Albany Surgery*

- Dr Jocelyn Glenton** **BSc MB ChB MRCGP DCH** - Qualified at Leeds Medical School in 2000. Dr Glenton has a special interest in teaching and child health. She is a GP trainer and joint Research Lead for the surgery.
- Dr Chay Thomas** **MBBS BSc MRCGP DCH DRCOG DFSRH** - Qualified at Imperial College, London in 2001. He is a GP trainer and is interested in child health and women's health, but loves being a generalist. Our Executive GP Partner and joint Research Lead, Dr Thomas is also the lead GP in our skin surgery, and fits/takes out contraceptive implants. He is Co-Clinical Director of Newton Abbot West Primary Care Network.
- Dr Julia Gaffney** **BMedSci MB BS MRCP MRCGP** - Qualified at St Bartholomew's and The Royal London Hospital School of Medicine in 2002. Dr Gaffney has experience in acute hospital medicine before becoming a GP, and joining the surgery in 2012. She is the Medical Student Lead and QoF Lead for the practice.
- Dr Vikki Taylor-St Ruth** **BScEcon MBBS AKC MRCGP** - Qualified at King's College London in 2012, and before her medical training finished a degree in Politics and Modern History at Cardiff University. She is interested in elderly care, mindfulness and change management, and quality improvement. Dr Taylor-St Ruth is also a part-time lecturer in Advanced Practice at Plymouth University, teaching clinical skills, examination, and complex decision making to Advanced Care Practitioners.

## *Salaried GPs*

Dr Laura Nutt	BMBS MRCGP
Dr Steve Gracie	MBChB MRCGP DRCOG
Dr Ashley Mota	BSC BSC MSC MBBS MRCGP
Dr Peter Bone	BMBS MRCGP

# ***The Practice Team***

## ***Urgent Care Team***

Our Advanced Practitioners and Paramedic Lauren Tolley make up our Urgent Care Team for all same-day medical problems.

Helen Kika (ANP) RGN, Non medical prescriber. Helen qualified as a Registered Nurse in 1990, and has had roles in Cardiac & Respiratory Nursing in Leicester Hospitals before moving to Primary Care in Devon in 2016, working as an Advanced Practitioner.

Isobel Cooper (ANP) Dip Adult Nursing BSc (Hons) Nurse Prescriber. Isobel trained at St Bartholomew's School of Nursing and Midwifery in 2000. Isobel has a Diploma in Adult Nursing and is interested in chronic disease management and minor illness, and has finished a Masters in Advanced Clinical Practice.

Julie Short (ANP) Dip Adult Nursing 2001, BSc (Hons) Emergency Care 2007, Non-Medical Prescriber 2008. Julie worked as a Nurse Practitioner at Royal Devon Exeter hospital for 10 years before moving into primary care.

## ***Practice Management***

Ms Trudi Morrison is in charge of the day-to-day management of the surgery, helped by the Reception and Admin Teams.

## ***Nursing Team***

Catherine Wilson is our Lead Practice Nurse and Team Leader of our Nurses, Health Care Assistants and Phlebotomist. The team is made of Catherine Wilson (PN), Hannah Day (PN), Beth House (PN) Vicki (HCA), Carrie (HCA), Katy (HCA) and Laura (Phlebotomist). The team does all the surgery's nursing care, long-term disease management and better health advice.

## ***Patient Care Team***

Patient Care Supervisor Saskia leads our Patient Care team. The team is well trained to help our patients as much as possible.

## ***Medical Administration Team***

Our administration team handles many different types of reports. The team makes sure our chronic disease register is maintained, and that patients are invited for annual reviews.

# ***The Local Primary Healthcare Team***

These teams work for Torbay and South Devon Healthcare Trust.

## ***Community Nursing Team***

The Newton Abbot Community Nursing Team works for the Torbay & South Devon Healthcare Trust. The team looks after patients who can't leave their house. Some of these patients are terminally ill - the Palliative Nursing Service is in charge of end of life care. If you need to speak to the Community Nurses or pass on a message, please call **01626 358 666**.

## ***Health Visiting Team***

The Health Visiting Team is based at Newton Abbot Hospital. If you need to speak to them please telephone **03332 341901**.

## ***Midwife Team***

The Midwives are based at Newton Abbot Hospital. If you need to speak to a Midwife, or book an appointment, please telephone **01626 32465**.

## ***Pharmacists***

Pharmacists work here at Albany Surgery. Our Pharmacists work on all medication questions, sorting repeat prescriptions and helping the GP team with prescribing as well as helping all the teams in the surgery with day-to-day work.

## ***Teaching and Training***

We are an approved Training Practice for doctors who want to become GPs, and we often have doctors training at our Practice. These doctors have already worked in hospitals for many years, and are getting more experience of Family Medicine before finding their own surgery.

On some occasions we have Medical and Nursing Students training at the surgery. When this happens we will tell you, and the Student can only be at your appointment if we have your permission for this.

# ***Appointments at Albany Surgery***

When making an appointment with Albany Surgery, the Reception team are here to help and get you seen by the best clinician for your problem. To do this they need to ask questions about your problem. You may be seen by a GP, Advanced Nurse Practitioner, Practice Nurse, a HCA, or another care service. You may also have a telephone appointment.

## ***Urgent Care Treatment***

Our Urgent Care appointments happen every day. You might see a GP or an Advanced Nurse Practitioner. These appointments are for if your problem can't wait until our next pre-bookable appointment. First you will speak to the clinician by phone, then they will make you a face-to-face appointment if they need you to come in for examination.

## ***Routine GP Appointments***

Routine GP appointments are for ongoing problems - you can book these with any GP here at the surgery. The appointment might be over the phone - the GP will call you on an agreed date, in an agreed time window. We can't tell you exactly when the call will be as this depends on how busy the GP is on the day. Appointments are usually 10 minutes; if you feel you need longer than this, please ask for a double appointment.

## ***Nursing Team Appointments***

The Nursing Team has a pre-bookable appointment system - our Patient Care team can book you in. We have Nurse-led chronic disease management clinics for many long-term health conditions including diabetes, breathing problems, high blood pressure and heart disease. You can also have a telephone appointment with a Practice Nurse if you feel this would be better.

## ***Home Visits***

If a clinician has to visit you at home because you are too unwell to come to the Surgery, you will need to call the surgery before 10:30 to make an appointment for that day. Before any visit takes place the clinician will call you and talk to you. Full examinations often can't be done at home, so wherever you can, you should try to come to the surgery.

## ***Extended Access***

There are some evening, weekend, and Bank Holiday appointments for all our patients Albany is the area's "Hub", which means Wednesday evening and weekend appointments happen at our surgery. You will be able to book in with a GP, Nurse, or Phlebotomist.

You cannot book an urgent appointment in an Extended Access clinic.

The Extended Access clinician will need to see your medical records - we will need your permission for this. If you do not want this, you should book a routine appointment in surgery hours instead.

To book into an Extended Access clinic, please contact us on 01626 334411.



You can send details about your problem, or questions to a GP online using eConsult. You can get round-the-clock NHS self-help guides, advice about where to go next, and a symptom checker. It lets patients talk with their GP online by filling out a simple form that is sent to the doctor. You will then get a reply within 3 working days. If you need it, eConsult will point you to self-help or emergency services. You will get an answer via email or a phone call from the GP.

eConsults can be filled out Monday-Thursday 08:30-17:00, and Friday 08:30-18:00. Find the link on our website, on our home page or under 'Online Services'.



This is an online service that all patients can sign up for. You can use SystemOnline to request repeat and acute medications, see information from your medical record, and more. You can use it all day, every day, and if used right, it can save you lots of time getting what you need.

# *Out Of Hours Services*

**Please DO NOT call 111 unless your problem is urgent.**

If you need advice from a GP in an emergency, or outside of our working hours, call 111. You will speak to an experienced operator who will ask you some questions, and get an appropriate clinician to call you. If the clinician wants you to be examined face to face, they may ask you to go to a local Emergency Centre. If it's not safe for you to leave home, the clinician may visit you at home.

NHS 111 online allows patients to get urgent care online. You can now get online medical help or advice from 111 online using a smartphone, laptop or other digital devices.

**Use NHS 111 online at [www.111.nhs.uk](http://www.111.nhs.uk)**

## *Other Services at Albany*

- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| ◇ Contraception Services          | ◇ Travel Health                     |
| ◇ Cervical Screening              | ◇ Joint Injections                  |
| ◇ Child surveillance/vaccinations | ◇ Anticoagulant/Warfarin monitoring |
| ◇ Flu/Pneumonia vaccinations      | ◇ Post-operative care               |
| ◇ Minor Surgery                   | ◇ Mother and Baby clinics           |

### ***Non-NHS Work***

We are happy to do most medical examinations and reports for insurance companies, employers, solicitors, DVLA, etc. You will need an appointment with one of our GPs for this. This work is outside the NHS system, so there will be a charge in line with the recommended scale. You will need to pay before your report is done or before your appointment (card payment is best).

**Note - we can't complete extreme sports medicals.**



## ***Research***

Research is very important to us. We feel that research helps everyone, as it helps find treatments for a lot of different illnesses. Many patients have been part of our chosen projects, which the Primary Care Research Network helps with. An NHS Research Ethics Committee approves all projects. Anonymised patient data (information that can't be used to tell who you are) may be used for research that helps patients and the NHS as a whole.

## ***Parking and Disabled Facilities***

There are nearby public pay-and-display car parks and on street parking, which are all in walking distance of the Surgery. There is also a Sainsbury's car park opposite the surgery, which has a 1 hour maximum stay. There is a disabled parking space at our East Street door.

Our building was made to be used as a GP surgery, and meets the needs of patients who can't go up or down stairs - there is a ramp at our main entrance as well as a lift to get to all levels of the building.

## ***Test results***

It can take between 3 and 14 days for blood, urine or swab results to be ready. For tests from the hospital like X-Rays, scans, or other tests, please wait at least 10 days after your hospital visit to call us for the results. There can be delays, and it might take our computer systems longer to get results. Please call for results between 08:30 - 18:00, Monday to Friday.

**If we get an urgent result back, one of our team will contact you with the clinician's instructions.**

## ***New Patients***

If you live in the Practice area, you should bring the completed registration forms into the Surgery between 08:30 and 18:00. You can download the forms from our website, or get them from the front desk. When dropping them off, please bring two types of ID. If you're over 18, you will need proof of address (utility bill, bank statement, hospital letter) and a photo ID (driver's licence or passport). Please allow one week for registration, before this you will still be with your previous surgery. If you take regular medication, make sure you have at least a two weeks supply from your previous surgery.

## ***Requesting Medication***

New patients must speak to a GP before medicines can be prescribed or added to your repeat medicines.

If you have repeat medicines, you can make a request with us 2 weeks before your medicine runs out. You can use SystemOnline to do this (you will need to register for this) or drop off a written request. If you are over 75, or can't leave your home, you can call us to request more.

Medicines should be ready 3 working days after they are requested. We can send prescriptions straight to whichever Pharmacy you want. If you need a medicine that you don't normally have, you may need to speak to a GP before it can be given.

## ***Patient Responsibilities***

- ◇ To treat our staff with respect and courtesy at all times.
- ◇ To come to all booked appointments and to tell us in good time if you can't come.
- ◇ To tell us any changes to your personal details (address, contact numbers, etc).
- ◇ To remember that having a healthy lifestyle and following the advice and plans from your Health Care Professional will help you to improve your health.

## ***Patient Rights***

- ◇ To be registered at a surgery, and see a doctor of your choice (where possible).
- ◇ To have emergency care.
- ◇ To have appropriate drugs/medicines prescribed.
- ◇ To be referred to a Specialist/Consultant if needed.
- ◇ To see your health records, subject to current legislation.
- ◇ To know everyone working in the NHS has a legal duty to keep all information confidential.
- ◇ To get a prompt reply to any complaints you submit about the NHS.
- ◇ To get information and advice on other health services.
- ◇ To be treated with courtesy and respect at all times.

# ***Data Protection & Confidentiality***

The surgery uses computers in most of its work. Computers are used in appointments as the systems help us keep all records up to date, and are the best way to keep a register of all our patients. They help greatly in preventative medicine, screening and teaching. The surgery is registered under the Data Protection Act, and keeps information strictly private at all times.

All patient data is confidential, from medical records to the fact that a patient is registered at the surgery. For the local teams to work together, information may need to be shared between the surgery and local healthcare teams. When this happens you will be told about it, and we will ask for your permission.

**Everyone in the NHS has a legal duty to keep personal information confidential.**

The only times we can share your information without your permission are:

- ◇ When it is a statutory requirement or is in response to a court order.
- ◇ When the public interest in sharing the information outweighs the duty of confidence to the patient.

## ***Freedom of Information—Publication Scheme***

The Freedom of Information Act 2000 obliges us to produce a Publication Scheme. This is a guide to 'classes' of information the surgery wants to share. Please contact the surgery to find out more.

## ***Care Quality Commission (CQC)***

From April 2013, the CQC regulates and inspect GP Practices in England to check that they are meeting the national standards of quality and safety. You can find our latest reports and rating on the CQC website. You can also find the link on our website ([www.albanysurgery.co.uk](http://www.albanysurgery.co.uk)).



# ***Patients' Views and Suggestions***

We want all our patients to have the best service possible. To tell us how you feel about our services please visit our website or come into the Surgery to complete a 'Friends and Family' form. We welcome all feedback from our patients, so we can keep giving good healthcare, and make things better where we need to.

## ***Complaints***

If you feel you need to make a complaint about the surgery, or you feel you haven't had the expected benefit of its services, you can email us. Your complaint will be sent to our complaints team who will contact you. Your complaint will then be investigated.

## ***Zero Tolerance***

The NHS has a zero tolerance policy on unacceptable behaviour. The surgery has the right to remove patients from its list immediately to keep Practice staff, patients and other visitors safe. Violence here means actual or threatened physical violence or verbal abuse, which causes fear for a person's safety. If this happens we will send a letter to the patient letting them know they have been removed from the list, and record in the patient's medical records that this has been done, and why.

This behaviour includes:

- ◇ Violence
- ◇ Excessive noise (such as recurrent loud or intrusive conversation or shouting)
- ◇ Threatening or abusive language involving swearing or offensive remarks
- ◇ Racial abuse or sexual remarks
- ◇ Malicious allegations relating to members of staff, other patients or visitors
- ◇ Offensive sexual gestures or behaviours
- ◇ Using alcohol or drugs on practice premises
- ◇ Drug-dealing on practice premises
- ◇ Wilful damage to practice property/theft of practice property
- ◇ Threats, or threatening behaviour

# The Patient Participation Group





The Patient Participation group (PPG) is open to all registered patients and their carers. To take part in the PPG, all you need is an honest interest in helping the surgery, by giving your constructive thoughts and some time.

You can get involved in the PPG's work in a number of ways, and can get involved as much or as little as you can or want. The PPG welcomes people of all ages and from all backgrounds to take part.

The PPG was set up to keep good relations between the practice and patients by sharing the patient experience, interests, and concerns. It provides helpful feedback on current procedures and any new ideas suggested. It also works alongside the surgery to create better services for patients, and helps shape the local health and social care that patients get.

If you're interested in becoming a member and would like to have a chat with the PPG Chair, please email [albany.ppg@nhs.net](mailto:albany.ppg@nhs.net). Or, you can drop into the surgery and pick up a paper application form from our Patient Care team.

You can find out more on our website, and download the online application form. Please see [albansurgery.co.uk/patient-participation-group](http://albansurgery.co.uk/patient-participation-group).

<h2>PHARMACY</h2>  <p>Pharmacists advise and treat a range of symptoms. This can avoid trips to your GP or A&amp;E.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	<h2>NHS 111</h2>  <p>If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.</p>	<h2>MINOR INJURIES</h2>  <p>Minor Injuries Units and Walk-in Centres provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	<h2>A&amp;E 999</h2>  <p>A&amp;E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p>Diarrhoea Earache Painful Cough Sticky Eye Teething Rashes</p>	<p>To get help from 111, you can either:</p> <p>visit <a href="http://111.nhs.uk">111.nhs.uk</a> call 111</p>	<p>Cuts Sprains Strain Itchy Rash Minor Burns Bites &amp; Stings</p>	<p>The closest A&amp;E department to Albany Surgery is Torbay.</p> <p>TQ2 7AA 24/7 - 01803 614567</p>

# ***Patient Health***

## ***Chronic Disease Management***

If you have been diagnosed with a chronic disease (i.e. Diabetes, Asthma, COPD, Hypertension, CHD), reviews at the surgery are important. We want to help all our patients understand their conditions and help patients keep on top of their conditions themselves, where possible.

Patients are invited for a review at least once a year. The appointments are booked around their birthday month - this makes it easier remember when you can expect your annual review. The Annual Review team will contact patients when appointments should be made.

## ***Medication Management***

Some patients are prescribed medicines that need to be checked regularly through a blood test and/or blood pressure check. This can be different for every patient, and will depend on you and the medicines you take. But, all patients who have repeat/regular medicines do need a yearly medication review with a clinician. This should be booked around your birthday month.

## ***Cervical Screening***

All women and people with a cervix between the ages of 25 and 64 are invited every 3/5 years (depending on age) for a routine Cervical Screening test. NHS England sends all patients a letter to let them know when to book this; the patient should then contact us to make the appointment with a Practice Nurse.

Results are then sent straight to the patient in a letter, usually within two weeks of their appointment. If any follow up is needed, advice will be given when the letter is sent.

## ***Child Vaccinations***

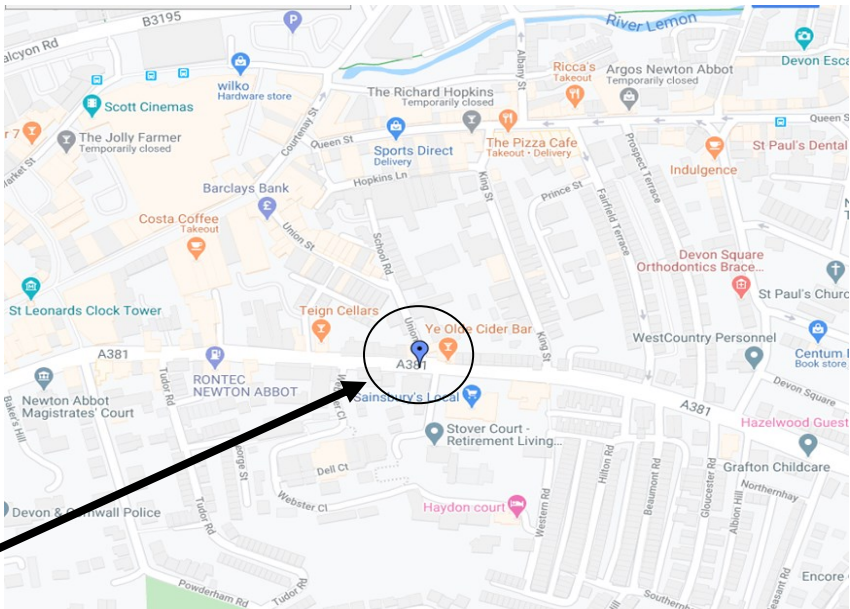
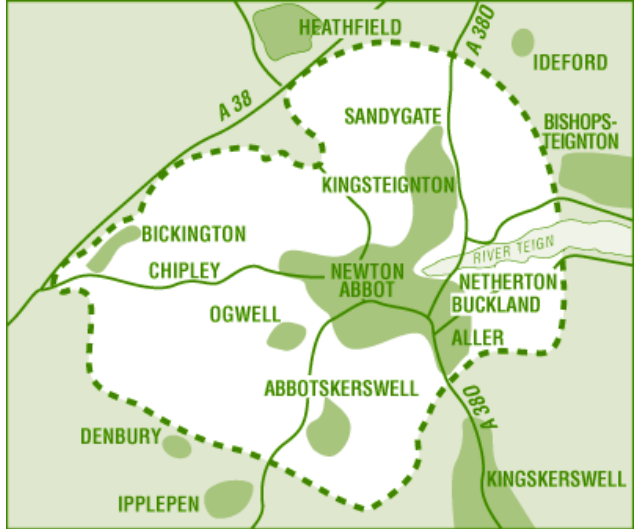
At Albany we are keen to support all baby and child vaccinations. Babies should have their first immunisations from 8 weeks old; patients will get a letter with an appointment for immunisations, as well as the mother and baby check with the GP. Then, the baby then has their second immunisations 4 weeks after the first appointment, and then the third immunisations another 4 weeks on from the second appointment. These will all be done by a Practice Nurse at the Surgery.

Children are also due immunisations at 1 year old, and 3 years and 4 months old. Invitations for these appointments will be sent out in the post.

# Our Practice Area

## Places which are in our practice area:

- ◇ Newton Abbot
- ◇ Kingsteignton
- ◇ Buckland
- ◇ Milber
- ◇ Aller Park
- ◇ Abbotskerswell
- ◇ Ogwell
- ◇ Bickington
- ◇ Chipley
- ◇ Highweck



# *Useful Contacts*

## ***Pharmacies***

Asda Pharmacy	01626 882710
Boots Courtney Street Pharmacy	01626 362124
Boots Kingsteignton Gestridge Rd	01626 363883
Boots Kingsteignton Greenhill Way	01626 369025
Buckland Pharmacy	01626 365379
Day Lewis Pharmacy	01626 365893
Lloyds Pharmacy	01626 362028
Manor Pharmacy/Well Kingskerswell	01803 872155
Superdrug Pharmacy	01626 330744

## ***Hospitals***

Newton Abbot Hospital	01626 324500
Torbay Hospital	01803 614567
Mount Stuart Hospital	01803 313881
Royal Devon & Exeter Hospital	01392 411611
Nuffield Hospital Exeter	01392 276591
Derriford Hospital	01752 202082
Nuffield Hospital Plymouth	01752 788088

## ***Other Services***

Midwives (Newton Abbot Hospital)	01626 324651
Health Visitors	03332 341901
HITS Food Bank	01626 906371
Community Nurses	01626 358666
Physiotherapy	0300 4569 987
Community Dental Services	01803 217777
Radiology	01803 656326