

OCTOBER NEWSLETTER

SURGERY UPDATE



CALL 01626 334411

EMAIL enquiriesatalbany.L83034@nhs.net

Flu season is approaching, so we'd like to remind all our eligible patients to book in for flu and COVID-19 vaccinations (you can have both at once, it's up to you!) in our upcoming Saturday clinics.

You will get a text message with a link to book in, or a letter inviting you for the vaccines.

APPOINTMENT CHANGES OVER WINTER

We are aware that winter is a difficult time for many patients, as some long-term conditions are worsened by the coming weather. This means that the need for our services, which is high throughout the year, will be even greater.

This is why we are looking at the information we have on what our patients call in for (such as respiratory conditions, seasonal illnesses) as well as looking at what's happening across the country and using what we learn to gradually move to a new system of booking appointments over the months towards February.

There is still a lot of work to be done behind the scenes, but we will share more information about these changes as they come, so please look out on our website, Facebook page and in future newsletters for the latest updates.

REVIEWING FEEDBACK - YOU SAID, WE'RE DOING

We'd like to thank all our patients for taking the time to complete the Friends and Family Test both in the surgery and online. We read and review all the feedback, both positive and negative, as every patient's voice helps us to plan our services and make changes when they're needed.

We recognise that our new phone system has caused some issues over the past weeks, and this has been reflected in the feedback that patients have given. We apologise sincerely for the delays when calling the surgery and appreciate how frustrating this can be. We're making sure all our Patient Care staff are manning the phones at peak times, and we're continuing to closely monitor the situation.

The new phone system has come with inevitable challenges during the move to a new way of working. We want to let you know that we are listening to all your feedback, and actively reviewing the problems in the phone system to make improvements behind the scenes - and we hope all our patients can bear with us while we solve these issues.

To leave anonymous feedback via the Friends and Family Test, please visit our website (www.albansurgery.co.uk) and click the blue box on the right "Friends & Family Test", or come into the surgery and fill out a card and drop it into the post box to the left of our front desk.



COME IN



www.albansurgery.co.uk

COME
IN



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

CALL



01626 334411

EMAIL



enquiriesatalbany.L83034@nhs.net

**In September, 352 booked appointments
were missed, (that's 65.9 hours of
clinicians' time). Please be sure to call or
email, to cancel or change your
appointment if you need to.**

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



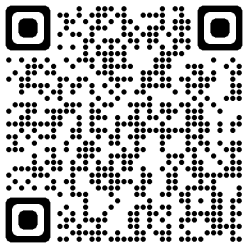
albanysurgery.co.uk/patient-participation-group

NATIONAL CHOLESTEROL MONTH

If you're aged 40-74, at risk of familial high cholesterol, are at high risk of heart disease, have had a diagnosis of heart disease in the past, or you're taking cholesterol lowering medicines, you should find out what your cholesterol levels are like.

October is National Cholesterol Month, so if you're looking to reduce your cholesterol levels there are some gentle diet and lifestyle changes you can make to give you the best chance of ensuring healthy cholesterol levels.

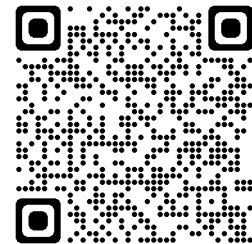
To find out more, please visit the Heart UK website (www.heartuk.org.uk) or scan the QR codes below.



**Getting a
Cholesterol Test**



Healthy Living



HOPE PROGRAMME FOR PATIENTS LIVING WITH DIABETES

The HOPE Programme supports people with long-term health conditions to build their confidence and learn how to manage their condition. The programme has previously helped patients with conditions such as chronic pain, fatigue, and Long COVID.

Albany will be hosting its own HOPE Programme, starting with patients of the surgery who are over 18 years of age and have been diagnosed with Diabetes. This programme will be directed by HOPE Co-Ordinator Steve, who has lived experience with Diabetes and dedicates much of his time to helping others living with the condition.

We aim to start the course towards the end of October and will soon be sending out emails and text messages to our eligible patients. You should get a message if you're eligible, but if you're interested you can email the surgery now (enquiriesatalbany.L83034@nhs.net) for more information or to add your name to the list - please be sure to add "HOPE Programme" in the message title.

Visit myhealth-devon.nhs.uk/local-services/hope-programme for more information on the HOPE Programme

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

