

# NOVEMBER NEWSLETTER



# Alban

surgery

## SURGERY UPDATE

CALL 01626 334411  
EMAIL enquiriesatalbany.L83034@nhs.net



As the weather gets colder and the clocks have gone back, we would like to remind you that Remembrance Day will be observed on Sunday 12th November. We would like to remind all patients that support for veterans is available from the Health and Wellbeing Team. If you're a veteran, you should let the surgery know as you will be eligible for additional support for some hospital referrals.

## SHINGLES VACCINATION - CHANGES TO ELIGIBILITY

The eligibility for Shingles vaccinations has changed as of September 2023. Please take a look at the table below to see if you are now eligible.

If you're eligible you will get an invite to book an appointment in one of our Shingles clinics on the 22<sup>nd</sup> November or 20<sup>th</sup> December - please wait for this invite before booking.

If you aren't able to make either of these dates, please speak to our Patient Care team (please call **01626 334411**) who will do their best to help you find another date.

Eligible

# 50+

with a severely weakened immune system\*  
(severely immunocompromised)

They're eligible from 1st September 2023



Turning

# 65

from 1st September

They'll be eligible from their 65th birthday



# 70

to

# 79

They're eligible now



Not eligible

Under 50 with a severely weakened immune system

Under 64 or currently 65 to 69

80 and over

\*Patients receiving a stem cell transplant may be eligible from age 18.

- COME IN  **Grace House, Scott Close,  
Newton Abbot, TQ12 1GJ**
- CALL  **01626 334411**
- EMAIL  **enquiriesatalbany.L83034@nhs.net**

**In October, 268 booked appointments were missed, (that's 58.1 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.**

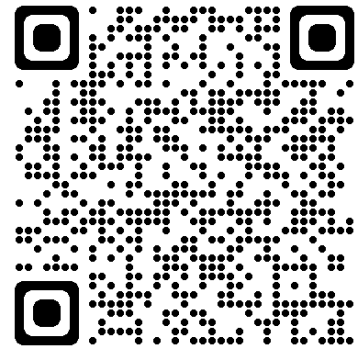
## ONLINE SERVICE MAKES REGISTERING WITH US EASIER

We are using a new online service called Register With a GP Surgery, which is designed and run by the NHS and makes it easy to register with us. New patients only need to fill in an online form to get started.

You do not need proof of your address or immigration status, ID, or an NHS number.

To register, please visit [gp-registration.nhs.uk/L83034](http://gp-registration.nhs.uk/L83034) - or scan the QR code on the right.

Paper forms are still available if you need one.



## CONFIDENTIAL ADVICE AND SUPPORT FROM SCHOOL NURSES

The NHS team ChatHealth offers easy, anonymous, and non-judgemental advice and support on a range of topics. Children aged 11-19, and parents and carers can send a text which will be replied to by a school nurse.

The nurses will respond to messages within 24 hours (between 9AM - 5PM on Monday to Friday, excluding bank holidays).

Those aged 11-19 can text **07520 631722** to access the service. Parents and carers can text **07520 631721** - please keep in mind that the numbers are very similar.

For more information and for additional advice and resources, please visit:

<https://www.healthforteens.co.uk/devon>

<https://www.healthforkids.co.uk/devon>

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

## 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](http://www.albanysurgery.co.uk)) or fill out a Friends and Family feedback card at our main reception.