

DECEMBER NEWSLETTER



Alban
surgery

SURGERY UPDATE

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We at Albany would like to wish all our patients a very Merry Christmas and a Happy New Year!

There are three Bank Holidays at the end of this month and these will affect the time it takes for prescription requests to go through. To make sure you get medicines on time, please see the table on the back of this page for the dates to make a request.

HEALTHY HOMES FOR WELLBEING - KEEP WARM THIS WINTER!

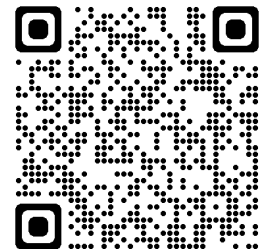
The Healthy Homes for Wellbeing service offers free energy and money saving advice for people in Devon to help everyone stay warm in their homes as the weather gets colder.

The service is provided by LEAP (Local Energy Advice Partnership). Their home visit may include energy saving tips, installation of free energy saving light bulbs and draught proofing, help with changing supplier or tariff and applying for discounts, and much more.

You should be eligible for this home visit if your household income is less than £31,000 per year, or you receive tax credits, housing benefit, or income or disability-related benefits - but you can check if you're eligible at applyforleap.org.uk/eligibility.

You can apply using the referral form at www.ecoe.org.uk/healthy-homes-wellbeing/referral-form - or scan the QR code to the right.

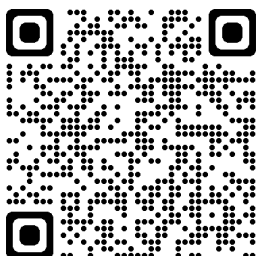
For more information on the scheme please visit the ECOE website at www.ecoe.org.uk/healthy-homes-wellbeing.



THE BRO PROJECT - LOCAL EVENTS FOR MEN'S MENTAL HEALTH

The Bro Project is a local organisation whose founders understand how difficult it can be for men to seek help for their mental health. The Bro Project hosts a range of different events for men in the local area to come together, try new activities such as martial arts, hiking and football, and make new friends while offering a supportive space to help break down the barriers that prevent men from seeking help.

For more information on the Bro Project, take a look at their Facebook page by searching "BroProject UK".



To see the upcoming events hosted by The Bro Project, please visit the Eventbrite page by scanning the QR code to the left.





CHRISTMAS OPENING HOURS AND PRESCRIPTIONS

As we get ready to celebrate the festive season and the New Year, we would like to inform you of the days the surgery will be closed due to the upcoming bank holidays. Please take a look at the bank holiday table below for the days we will be shut.

The bank holidays will also affect the time it takes us to process your prescription requests. To avoid delays in receiving your medicines, please refer to the table below - requests can be made online or by dropping off in our letterbox, and you should expect prescriptions to be issued 3 working days after your request is made via either of these methods.

You can request repeat prescriptions up to 14 days before you are due to run out.

If you do have problems receiving 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.**

The surgery will be...	...on this day...	...And prescriptions requested on that day (left column) should be ready on:
OPEN 08:30 - 18:00	Wednesday 20th December	Wednesday 27th December
OPEN 08:30 - 18:00	Thursday 21st December	Thursday 28th December
OPEN 08:30 - 18:00	Friday 22nd December	Friday 29th December
CLOSED (Except for Extended Access)	Saturday 23rd December	Friday 29th December
CLOSED	Sunday 24th December (Christmas Eve)	Friday 29th December
CLOSED	Monday 25th December (Christmas Day)	Friday 29th December
CLOSED	Tuesday 26th December (Boxing Day)	Friday 29th December
OPEN 08:30 - 18:00	Wednesday 27th December	Tuesday 2nd January
OPEN 08:30 - 18:00	Thursday 28th December	Wednesday 3rd January
OPEN 08:30 - 18:00	Friday 29th December	Thursday 4th January
CLOSED (Except for Extended Access)	Saturday 30th December	Thursday 4th January
CLOSED	Sunday 31st December (New year's Eve)	Thursday 4th January
CLOSED	Monday 1st January (New Year's Day)	Thursday 4th January
OPEN 08:30 - 18:00	Tuesday 2nd January	Friday 5th January

In November, 260 booked appointments were missed (that's 63 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.