

JANUARY NEWSLETTER



SURGERY UPDATE

CALL  01626 334411
EMAIL  enquiriesatalbany.L83034@nhs.net

We at Albany hope that all our patients have had a wonderful Christmas - and whether you're enjoying a break over the festive season or are hard at work throughout, we wish you a happy and fulfilling new year.

We also want to thank everyone who has kindly gifted cards and festive foods to the surgery. Each one has been greatly appreciated!

PHARMACY FIRST SERVICE - COMING IN JANUARY

The current pharmacy referral service (CPCS) is being replaced by an advanced service called Pharmacy First. The change is due to happen on 31st January.

Pharmacy First is a walk-in service but the surgery can refer you if this is the best way to treat your problem. Under this service pharmacies will offer everything they did under CPCS, but will soon be able to give advice and provide NHS medicines to treat 7 common health conditions:

- Sinusitis
- Sore throat
- Ear infection
- Infected insect bites
- Impetigo
- Shingles
- UTIs (in women)

Please keep an eye out for updates as we get more information on which pharmacies will be involved.

Although the Pharmacy First service aims to help patients get the care they need quickly, it may not be right for some conditions. If you are pregnant, or your problem has been going on for more than 2 weeks, please contact the surgery (**01626 334411**) to make an appointment with one of our clinicians.

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.albansurgery.co.uk) or fill out a Friends and Family feedback card at our main reception.

STEPONE WELLBEING WALKING GROUP

The StepOne Wellbeing Walk will start from Friday 26th January, and everyone is welcome!

- **Where:** Buckland Community Centre
- **When:** Every other Friday (2:30PM)

(Walk starts at 2:45PM and finishes around 4PM)

- **Difficulty:** Flat with a few minor slopes. Paved paths and lowered curbs at crossing points

Toilet and refreshment facilities are available on the route. Email info@steponecharity.co.uk or call **01392 255428** to pre-register a place (but this is not essential)

COME
IN



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

CALL



01626 334411

EMAIL



enquiriesatalbany.L83034@nhs.net

In December, 211 booked appointments were missed, (that's 61 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

DID YOU KNOW?

Our Urgent Care team is made up of Advanced Nurse Practitioners Helen, Julie and Isobel, and Paramedic Lauren.

If you make an appointment for a new problem or one such as an infection, a muscle problem or flare-up of asthma or COPD, you may be seen by the Urgent Care team.

GET ACTIVE IN JANUARY WITH PARKRUN

Have you considered Parkrun and decided against it because you don't think you're up to running? Whether you're a runner, a jogger or a walker, Parkrun welcomes you and wants to support you on your journey.

Parkrun is a brilliant, supportive and free event that can help you get out and about. You'll never come last at Parkrun, and whether you have support needs or children, there is a run for you.

Right now the closest Parkrun is at the Teignmouth Promenade, but a Newton Abbot run is in the works with plans to get started around April 2024.

Please visit **www.parkrun.org.uk** for more information.

WORLD BRAILLE DAY - 4TH JANUARY

World Braille Day celebrates the birth of Louis Braille, who developed a system where each letter is made up of six dots. This has revolutionised written communication for the blind.

There are characters for all letters of the alphabet but also for words like "and" and "for".

The surgery can offer any information in Braille if you ask us to. We want to make medical information more accessible for everyone and can offer this in formats such as large print, easy read, and many others. If you would like to know more, please ask a member of the team.

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

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