

# MARCH 24 NEWSLETTER

Alban  
surgery

## SURGERY UPDATE

CALL 01626 334411  
EMAIL [enquiriesatalbany.L83034@nhs.net](mailto:enquiriesatalbany.L83034@nhs.net)

As we move into Spring and the weather starts getting better we'd like to welcome all our patients to the March newsletter.

We'd like to keep you up to date with some of the things affecting Albany Surgery and also more information relating to Social Prescribing and our successful Patients Participation Group.

## CHALLENGING TIMES

All GP practices are facing real financial struggles. The contract uplift allocated for the next year is only 1.9% which doesn't support the living wage increase. This together with the rising costs of running the building (heating, lighting etc;) has meant that GP practices are all finding it extremely difficult to run their services. The Partners at the Practice and Management have not received their uplifts for several years in order to ensure the staff receive pay to which they are entitled.

If you would like to support the Practice please canvass your local MP.

## DID YOU KNOW? SOCIAL PRESCRIBING

The 14th March was Social Prescribing Day. Albany Surgery provides a very successful service with 605 patients supported by Social Prescribing since 2020. Team members who support Albany Surgery are Hannah D- Social Prescribing Link Worker and Ellie-Health & Wellbeing Coach. Social Prescribing helps to improve health and wellbeing of patients by focusing on what matters to them. One key area is helping to make local connections:

- by signposting to small peer support groups for managing pain, anxiety & low mood, for parenting a child with additional needs or for being an unpaid carer.
- with local volunteering opportunities & local community groups & clubs.
- by referrals for food/fuel vouchers & with local affordable food initiatives.
- with organisations that support with finance & debt concerns .

Find out more email [d-icb.nwwellbeingteam@nhs.net](mailto:d-icb.nwwellbeingteam@nhs.net) or request referral from surgery team

## 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.

## CHILDHOOD OBESITY

Overweight children have an increased chance of becoming overweight adults.

Increased weight in adulthood can lead to long-term conditions such as type 2 Diabetes.

There are some simple tips you can use to help your child regain a healthy weight.

Getting their BMI (body mass index) measured can help.

Getting active everyday and eating a healthy balanced diet including fruit and vegetables help.

Clear advice is given at:

<https://www.nhs.uk/live-well/healthy-weight/childrens-weight/advice-for-parents-overweight-children/>

COME  
IN



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CALL



**01626 334411**

EMAIL



**enquiriesatalbany.L83034@nhs.net**

**In February, 177 booked appointments were missed, (that's 18 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.**

## **DID YOU KNOW?**

There is a very useful NHS App. It is filled with useful information, it also gives you the ability to access GP services and your health records.

Now is the time to try it out. Go to:  
<https://www.nhs.uk/nhs-app/>

## **BEING A MEMBER OF THE PATIENT PARTICIPATION GROUP**

Article written by a member of the Albany Surgery Patient Participation Group.

I have thoroughly enjoyed being a member of the PPG since it started and have found it a very positive experience. The group works closely with Albany Surgery and meets with the Practice Manager and other members of staff four times a year. The great thing is that staff listen to what we have to say and consult with us on new developments eg website and telephone system.

The Practice really encourages members to get involved. Help and support is of a practical nature eg help at the Flu Clinics and a group member writes and edits this newsletter.

We provide constructive feedback on patient experiences and concerns.

If you would like to make a difference then join the PPG, I promise you it will be a very positive and enjoyable experience giving something back to the hardworking team at Albany Surgery.

### **EATING DISORDERS WEEK**

Eating Disorders Week ran from 26th February until 3rd March.

It focused on Avoidant Restrictive Food Intake Disorder (ARFID)

People with ARFID eat very restricted diets and have few 'safe' foods.

Symptoms may include being a very selective eater who is fearful of new foods and worried about negative experiences related to unfamiliar foods. They may have strong negative reactions to the taste, smell, colours or textures of new foods. Over time this can affect their health and wellbeing.

### **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](http://albanysurgery.co.uk/patient-participation-group)**

**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**