

# APRIL 24 NEWSLETTER



## SURGERY UPDATE

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

The whole Albany team welcomes our patients back after what we hope has been a relaxing and fun Easter break. We'd like to keep you up to date on things affecting Albany Surgery and patients including GP funding pressures and the impact on Patients and news on the introduction of Systemconnect to replace econsult.

## GP FUNDING PRESSURES & THE IMPACT ON PATIENTS

General practice is not a fully integrated part of the NHS.

Practices are all contracted to provide core General Medical Services (GMS) but they are not employed by the NHS directly. This means each practice is an independent business and must therefore operate without financial loss.

So they should all deliver exactly the same services, right?

Actually no!

Practices differ significantly in how they are structured to provide services to their patients.

Things that make it more complex are enhanced services which differ from practice to practice.

There are two types of enhanced service, one is national and called Direct Enhanced Service (DES) and the other is called Locally Enhanced Service (LES)

Practices assess whether to sign up to either type of service depending on their affordability.

To find out more go to:

<https://youtu.be/cPZ-Mq9G1Fw>

This is a video produced by the Devon Local Medical Committee and the above information comes from it.

### 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.

### NEWTON ABBOT PAIN CAFE

Peer support group for those living with long term pain.

- **Where:** The Courtenay Centre
- **When:** Thursday 18th April

Come along and have a cuppa amongst people who understand what living with pain feels like. This group is about peer-to-peer support, where a friendly welcome awaits.

For more information Email [elaine@teigncvs.org.uk](mailto:elaine@teigncvs.org.uk)

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

CALL  **01626 334411**

EMAIL  **enquiriesatalbany.L83034@nhs.net**

**In March, 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?

That we are introducing a new system to replace econsult called Systemconnect a link to it is given below. It will improve communication with the Albany Surgery and will help you avoid queues waiting on the telephone. It will go live on 15th April. From 22nd April PPG members will be in the area Reception to demonstrate how to use it.

[Start Online Consultation \(tpp-uk.com\)](http://tpp-uk.com)

## KEEPING ACTIVE WHEN YOU DON'T FEEL LIKE IT

Weather in the UK can be miserable, particularly given the long spell of wet weather we are encountering. But that should be no excuse to step back from your exercise. Below are some useful articles that contain brilliant hints and tips to help you stay motivated during this spell of bad weather. They relate to winter months but are adaptable for Spring time.

<https://www.everydayhealth.com/healthy-living/fitness/easy-winter-exercise-tips-help-you-stay-fit/>

<https://www.theguardian.com/lifeand...eep-exercising-in-the-cold-dark-winter-months>

### DEPRESSION

Depression is more than a passing low mood. Mild depression can mean you're unable to enjoy your normal activities, while severe depression can make you feel suicidal or as if life isn't worth living. Getting outdoors and doing exercise are some of the well-known tips for helping mood, but are there others?

If you're struggling with feelings of depression, please ask for an appointment.

Below are useful links to articles:

<https://www.nhs.uk/mental-health/conditions/depression-in-adults/overview/>

<https://www.nhs.uk/mental-health/self-help/tips-and-support/cope-with-depression>

### THE PATIENT PARTICIPATION GROUP

Members of the PPG produce this newsletter. 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**