

JUNE 24 NEWSLETTER



SURGERY UPDATE

CALL 📞 01626 334411
EMAIL 📧 enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter, as we enter June I expect plans are being made for the fast approaching Summer holidays. We hope all of our patients have enjoyed the recent lovely weather.

In this newsletter we will let you know about a digital support session at the surgery to help you access NHS or GP services online, information about Learning Disability week, news about how to join Meet Up Mondays (a Peer Support Group for wellbeing) and also an update on Newton Abbot Pain Café.

DO YOU NEED HELP IN ACCESSING NHS OR GP SERVICES ONLINE?

If you find accessing online health services or 'apps' difficult then join one of our digital support sessions.

- Learn how to register with your GP online
- Learn how to download and use the 'NHS app' to make appointments or order repeat prescriptions
- Make use of other useful features

Find our more and book in to the first session by contacting Albany Surgery.

The next event is:

26th June 10:30am —12:30pm

Albany Surgery

Grace House

Scott Close

Newton Abbot

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

MEET UP MONDAYS

Peer Support Group for wellbeing

Come along and have a cuppa, a chat and support your wellbeing by meeting with others. This group is peer-to-peer support, where a friendly welcome awaits.

10:00am—11:30am

The Courtenay Centre
Newton Abbot

For more information email
elaine@teigncvs.org.uk

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

CALL  **01626 334411**

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In May, 234 booked appointments were missed, (that's 22 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

DID YOU KNOW?

SYSTEMCONNECT, which allows both admin and clinical requests to be submitted is working well. A positive response was given when we asked several patients about their experience of using the system.

Both went online and filled in information in the new condition section. They both found it easy to complete and had a choice of how they wanted to be contacted, by telephone (text) or by email. A response came quickly from the Surgery. One person received a telephone call from the surgery setting up an appointment, the other a text message saying someone would call them later

They found this was a quick and efficient way to obtain a consultation and certainly beat waiting on the telephone line

LEARNING DISABILITY WEEK 2024 Monday 17th June—Sunday 23rd June

Organised by Mencap, the third week of June is Learning Disability Week. Mencap want to make sure that the world knows what it is like to have a learning disability.

The theme of this year's event is 'Do you see me?'

It is about challenging the barriers people with a learning disability face and the things people with a learning disability bring to society.

There are different topics to discuss each day during the week including:

- 'Do you see me?'
- 'Do you understand me?'
- 'Will you work with me?'
- 'Do you hear me?'
- 'Do you include me?'
- 'Will you support me?'

NEWTON ABBOT PAIN CAFE

Peer support group for those living with long term pain

Weekly on Thursdays 10:00am—11:30am
Yellow Room
Courtenay Centre,
Newton Abbot

On 20th June come along and find the benefit of sound waves in helping to reduce pain perception and improve relaxation.

THE PATIENT PARTICIPATION GROUP

The PPG produces this newsletter and supports Albany Surgery in many ways and 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