

# SEPTEMBER 24 NEWSLETTER

Alban  
surgery 

## SURGERY UPDATE

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

Welcome to the latest newsletter as we are into a new school year. With autumn approaching we are entering the Covid and flu season. Invites are being sent out to eligible patients to make appointments.

## UPDATE ON THE ALBANY NURSING TEAM

The Nursing Team is led by Isobel Cooper Lead Advanced Nurse Practitioner (ANP)

- Helen Kika ANP, previously full time, took semi retirement at the end of May and returned at the beginning of August working Wednesdays and Thursdays
- Laura Beetschen joins us a Practice Nurse
- Donna Bradley-Windsor joins us a Practice Nurse
- Bethan House, existing member of the team

Advanced Practitioner Paramedic

- Lauren Tolley

Health Care Assistants (HCA)

- Katy Hartland
- Carrie Meisterknecht, will be taking maternity leave at the end of 2024
- Carol Dennis

Phlebotomy

- Laura Leaman

## 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](http://www.albansurgery.co.uk)) or fill out a Friends and Family feedback card at our main reception.

## FUNDING CHALLENGES

*Funding for General Practice remains incredibly challenging*

Every practice across England is struggling to keep its doors open. We value our patients and know most patients value us too, especially when they need us regularly.

You know we can deal with most of your health problems, keep you out of hospital and have your best interests at heart.

Your GP is an expert in general medical practice—having trained over 10 years to deal with complex problems, spot serious symptoms and decide when you need specialist help at hospital. Your practice receives just £107.57 per year for each patient that is just 30p a day.

We believe general practice deserves a bigger slice of NHS funding

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

CALL  **01626 334411**

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

**In April, 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?

SYSTEMCONNECT, which allows both admin and clinical requests to be submitted online is working well. A positive response was given when we asked several patients about their experience of using IT. They found this was a quick and efficient way to obtain a consultation and certainly beat waiting on the telephone line.

IT IS IMPORTANT THAT PATIENTS COMPLETE ALL THE INFORMATION REQUESTED INCLUDING CONTACT DETAILS.

INITIALLY STAFF IN RECEPTION HELPED TO COMPLETE FORMS ON BEHALF OF PATIENTS, THEY CAN NO LONGER CONTINUE THIS AS THIS KEEPS OTHER PATIENTS IN THE QUEUE. IT WOULD BE BEST TO GO ONLINE TO FAMILIARISE YOURSELF WITH THE FORM

## SOCIAL PRESCRIBING UPDATE

Hannah our Social Prescriber has moved on to further develop her NHS career, we wish her well, a loss to the Albany Team and patients.

This work has been transferred back to GPs to manage.

A Health Coach, Joey Milburn works with patients at Albany Surgery every Monday and supports patients with their general health and wellbeing.

You can ask staff at the surgery for a referral to Joey.

You can also self refer by emailing the team at:

[d-icb-nwellbeingteam@nhs.net](mailto:d-icb-nwellbeingteam@nhs.net)

## MIGRAINE AWARENESS WEEK 23rd—29th September

*Migraine hurts in many ways,  
beyond physical pain.*

The Migraine Awareness Week will be looking at some of the many ways that living with migraine hurts.

From physical pain to the emotional pain that often comes with living with the condition, and the pain of encountering the misconceptions across society about migraine.

New research will be released during the week on the impact of migraine on mental health.

<https://migrainetrust.org/get-involved/campaign-with-us/migraine-awareness-week/>

## 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](https://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