

NOVEMBER 24 NEWSLETTER

Alban
surgery 

SURGERY UPDATE

CALL  01626 334411
EMAIL  enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. We are proud to be an Armed Forces Veteran friendly accredited GP practice. With Remembrance Day approaching on Monday 11th November we would like to remind all patients that support for veterans is available & that you should let the surgery know if you are a veteran

RSV VACCINE

RSV (Respiratory syncytial virus) vaccine – patients will be contacted shortly to book appointment to be immunised.

RSV is a common respiratory virus that usually causes mild, cold-like symptoms.

RSV can cause illness in people of all ages but may be especially serious for infants and older adults.

Eligibility – anyone turning 75 years old in or after the 1 September 2024 will be offered a single dose of RSV Vaccine.

This is because older adults are more at risk of serious complications from RSV. You can still get the vaccine up to the day before you turn 80.

For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years on 1 September 2024 as part of a catch up programme.

If you are not yet 75 the NHS will invite you for vaccination once you turn 75.

TOILET FOR DISABLED ON LEVEL 3

The toilets on Level 3 have had to be closed due to substances being found on this level.

The toilet for disabled on this level has been turned into a radar toilets (for people who have special keys to access them)

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.

TEAM NEWS WELCOME TO

Heather who joins Patient Care Team fulltime
Gill who joins Patient Care team as bank support

A BIG THANK YOU & GOOD LUCK TO

Dr Adam Leong, GP Registrar who completed his training at the end of October 2024

Dr Peter Bone, salaried GP who leaves us to join a practice closer to home.

We are actively recruiting for a further member to join the GP team, more news to follow

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

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In October 2024, 5279 appointments were booked, of which 172 were missed. Appointments that could have been made available to other patients Please be sure to call or email, to cancel or change your appointment if you need to.

ANTI-BULLYING WEEK 11th–15th NOVEMBER 2024

THEME CHOOSE RESPECT

The theme Chose Respect came about following consultation with teachers and pupils by the Anti-Bullying Alliance which coordinate the week every year. Teachers and children wanted a theme that empowered them to do something positive to counter the harm and hurt that bullying causes.

Following the success of last year's week when 80% of schools marked the week, reaching over 7.5 million children and young people, this year the week will empower children and young people to choose respect.

Further information is available at:

www.anti-bullyingalliance.org.uk

www.kidscape.org.uk

COVID / FLU VACCINATION CLINICS

The PPG helped out managing the queues at the vaccination clinics on 12th October & 19th October.

It was great to meet so many patients and to hand out copies of the Albany Surgery newsletter.

Over 1,000 patients received their vaccinations on those dates.

PPG members would like to thank all the Surgery staff who worked so hard on those dates.

Further clinics will be arranged.

DIRECTORY OF COMMUNITY SERVICES

A Directory of Community Services is now available on the Albany website. It can also be accessed via SystemConnect Other Admin requests.

Please visit the Albany website where lots of useful information is available www.albanysurgery.co.uk Also visit our Albany Surgery Facebook page

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. Minutes from the last PPG meeting on Tuesday 1st October are available on the Albany website.

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