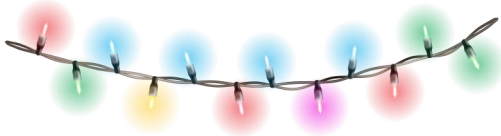


DECEMBER 24 NEWSLETTER



SURGERY UPDATE

CALL ☎ 01626 334411
EMAIL @ enquiriesatalbany.L83034@nhs.net



Welcome to the latest newsletter. Everyone at the Practice would like to send seasons greetings to all patients and their families. On this newsletter there are 3 important messages from the practice.

ACCESSING URGENT CARE ON THE SAME DAY

As we move into the winter season, we want to inform you that, due to increased demand and limited clinical resources, there may be challenges in accessing urgent care on the same day. While we are committed to providing you with the best possible care, we kindly ask for your understanding and patience during this busy time.

If you have an urgent medical concern, please:

- 1. Call early:** Try to reach us as soon as possible to help us manage your request effectively.
- 2. Use alternatives where appropriate:** For non-emergency issues, please consider other services such as local pharmacies, NHS 111, or online consultations.
- 3. Be prepared:** If we are unable to offer same-day access, we will do our best to provide you with a clear plan for care on managing your condition.
- 4. Same day care:** We will not be able to pre book appointments, care will be triaged according to need. A GP will assess all requests for care and then allocate to a clinical member from our multi-disciplinary team. (The team consists of GPs, Advanced Care Practitioners and Pharmacists)

We greatly appreciate your cooperation in helping us to prioritize the most urgent cases and ensure that all patients receive timely and appropriate care.
Thank you for your understanding.

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:



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.

BANK HOLIDAY PRESCRIPTION REQUEST DATES

Surgery closure over the Bank Holiday period will affect how long it takes us to process your request.

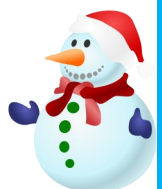
Please refer to the table below to avoid delays in receiving medicines if you will run out during this time. You should expect prescriptions to be ready 3 working days after your request is made.

You can request prescriptions up to 14 days before you are due to run out.

When you request	When prescription should be ready for collection
Friday 20 th December	Friday 27 th December
Monday 23 rd December	Monday 30 th December
Tuesday 24 th December	Tuesday 31 st December
Wednesday 25 th December	Tuesday 31 st December
Thursday 26 th December	Tuesday 31 st December
Friday 27 th December	Thursday 2 nd January
Monday 30 th December	Friday 3 rd January
Tuesday 31 st December	Monday 6 th January
Wednesday 1 st January	Monday 6 th January

ALBANY SURGERY FACEBOOK PAGE

Please check the Albany Surgery Facebook Page to keep up to date with latest news.





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

CALL  01626 334411

EMAIL  enquiriesatalbany.L83034@nhs.net

In November 2024, 4251 appointments were booked of which 150 booked appointments were missed, (this does not include those cancelled by the practice due to sudden unplanned absence).

Please be sure to call or email, to cancel or change your appointment. if you need to.

STAFFING UPDATE

We would like to welcome two new Patient Care Co-Ordinators who have just been appointed at Albany Surgery. Please bear in mind that new members undertake comprehensive training lasting a minimum of 9 months.



TORBAY AND SOUTH DEVON ENHANCED ACCESS

Enhanced access is an extension of the routine care you receive at your local GP surgery provided at a time convenient to you at a centrally located hub..

The Primary Care Networks (which are groups of Practices working together) now provide this enhanced access. In South Devon we have 8 Primary Care Networks who are working together to provide appointments in the evenings and on Saturdays and Sundays in 4 hubs across the area.

These appointments will be available when patients contact their GP surgery with their health concern. Appointments will be available for patients outside of normal working hours and telephone and face to face appointments can be made with a variety of GP practice staff including doctors, advanced care practitioners, nurses and healthcare assistants. This is a pre-bookable service only and must be booked through your GP surgery to allow access to your medical records.

GP practices will still be available during normal hours and you should contact your GP practice in the first instance.

For more information go to www.torbayandsouthdevonenhancedaccess.nhs.uk

NATIONAL GRIEF AWARENESS WEEK

2-8TH DECEMBER

The week aims to raise awareness of grief and to help normalize conversations around it. Theme this year is 'Shine a Light' which aims to highlight the people, places & projects in the UK supporting people who are experiencing bereavement.

Details available at:

macmillan.org.uk

CHRISTMAS JUMPER DAY

12th DECEMBER

Have fun and join the Save the Children's event and wear a Christmas jumper on this day.

Details available at:

savethechildren.org.uk



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

