


FEBRUARY 25 NEWSLETTER



SURGERY UPDATE

CALL  01626 334411
EMAIL  enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. February is a month where winter illnesses peak and so we hope that you have managed to avoid the many bugs that are around at the moment. In this edition we have good news relating to a new Doctor joining and also information on Children's Mental Health Week.

HIGH LEVELS OF STAFF SICKNESS

Due to the winter illnesses peaking the surgery has been struck by high levels of sickness across both the clinical and admin teams. Albany Surgery want all patients to be assured that they are doing all they can to maintain a high level of care with low resources. They appreciate your patience and understanding. Texts, Facebook and the website will keep patients updated.

NATIONAL INSURANCE INCREASE HAS HIT OUR PRACTICE ALONG WITH OTHERS VERY HARD

We are pressing our local MP for funding as rising costs of employing staff, due to increases in NI and the minimum wage, has hit our Practice along with others very hard.

COVID SPRING BOOSTER CAMPAIGN

This is due to commence on 1st April 2025. Albany are in the planning stage and they will invite eligible patients to book appointments once the delivery and clinics are confirmed. They will offer appointments on weekdays and at one weekend clinic, this will be reviewed according to demand. Patients will be invited to book their appointments via a booking link sent via SMS and email. This is the preferred way to book to avoid long waits on the phones. But of course the Patient Care Team will be happy to help any patients who cannot do this.

SYSTEMCONNECT INFORMATION VIDEO DEMO

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 A WARM WELCOME TO DR DINNISS

Dr Dinniss is joining the Albany team on 3rd March 2025. She is a very experienced GP who is joining Albany after working in Plymouth. She specialises in women's health and is a Lead Appraiser for NHS England.

RECRUITMENT IS ALSO TAKING PLACE TO ADD TO OUR PATIENT CARE TEAM

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

CALL  01626 334411

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In January 4757 appointments were booked of which 170 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.

CHILDREN'S MENTAL HEALTH WEEK KNOW YOURSELF, GROW YOURSELF

2nd— 9th FEBRUARY 2025

The aim of the week was to encourage children, young people and adults to embrace self-awareness and explore what it means to them. This will help them grow and develop resilience to cope with what life throws at them.

www.childrensmentalhealthweek.org

EATING DISORDERS AWARENESS WEEK 24th FEBRUARY— 2nd MARCH

This week is to help raise awareness about eating disorders. Around 1.25 million people in the UK suffer from these illnesses, many in secret. They affect people of all ages, genders and background—eating disorders do not discriminate. Eating disorders include bulimia, binge eating disorder, avoidant/ restrictive food intake disorder (ARFID), other specified feeding or eating disorder (OSFED), and anorexia, which tragically has the highest mortality rate of any mental illness, though all eating disorders can be deadly. This is a worst case scenario, there are many ways in which eating disorders severely affect the quality of life of both those suffering and those who care. This information is from BEAT at the website given below:

For more information go to www.beatingdisorders.org.uk

PPG NEWS

COMING SOON A NEW PPG NOTICEBOARD IN RECEPTION AREA

The Noticeboard will be in the area where seating is located at the foot of the stairs and will keep you up to date with our work.

PPG NUMBERS INCREASING

We are always trying to get new members to join the group and following the flu vaccination clinics where PPG members interacted with patients to inform them of the work of the PPG, member numbers have increased.

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 21st January 2025 are available on the Albany website.

How to apply:



Pick up an application form at the surgery



albansurgery.co.uk/patient-participation-group

If you would like a copy of any previous newsletters, please see our website (www.albansurgery.co.uk) or ask a member of Reception