



APRIL 25 NEWSLETTER



SURGERY UPDATE

CALL  01626 334411
EMAIL  enquiriesatalbany.L83034@nhs.net



Welcome to the latest newsletter.
As Easter gets closer, we at Albany
wish all our patients a relaxing
and rewarding Bank Holiday.

PRESCRIPTIONS

A reminder that we have a 4 day Bank Holiday in April and also Bank Holiday in May so please order your medication in good time.

You can order up to 14 days early.

NO INCREASE IN PRESCRIPTION CHARGES

It has been confirmed that there has as yet been no announcement for an increase in prescription charges, the charge will remain at £9.90 until further notice.

STAFF TRAINING AFTERNOON THURSDAY 26th JUNE 2025

Staff will be having training from 12.00 until 6.00pm on Thursday 26th June 2025. The out of hours service are commissioned to provide cover during this period.

'HEIDI' AI SOFTWARE

The Practice is introducing 'Heidi' which allows clinicians to focus entirely on the patient during a consultation. 'Heidi' types a record of the consultation using the correct clinical codes and information. After the consultation the GP reviews and edits the record, which is then saved to a patient's record. All data not on the record is wiped off the cloud daily at midnight. 'Heidi' will only be used with a patient's consent.

Other Practices in the area using 'Heidi' are Kingskerswell and Ipplepen Medical Centres and Bovey Tracey and Chudleigh Practices.

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.

SOCIAL PRESCRIBING TEAM (NEWTON WEST PCN) SUPPORTING MENTAL HEALTH

Visit the Albany website and enter Mental Health in the search box and you will find a detailed section on this topic including where to go in a crisis and with whom to talk.

BOWEL CANCER AWARENESS MONTH

The theme is #PassItON! Knowledge is power so this April we are asking everyone to share important information about bowel cancer. For more info go to bowelcanceruk.org.uk

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

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In March 2025, 164 booked appointments were missed, (that's 41 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need

ACRONYM DECODER

More and more acronyms (abbreviations consisting of the first letter of each word) are used in the medical world. Some of these are difficult for patients to understand or to keep up with as frequent changes made to them. So we hope to help by highlighting the meanings of various acronyms.

A & E = Accident and Emergency Dept usually found at hospitals for serious injuries

ED = Emergency Department this is the latest name for A & E

More acronyms to follow in later editions of the newsletter

NHS 10 YEAR PLAN

It is important to bring to your attention the NHS 10 Year Plan which is placing great emphasis and attention on 3 NHS priorities. These are:

- Community-based care - they want to shift services to a more community-based care system. They hope it will improve accessibility and outcomes (good results) for patients.
- Prevention of ill health - this means putting more emphasis on finding ways to prevent people getting ill in the first place. They believe this will reduce the number of diseases people get.
- Better use of digital technology - this means using technology much more. They hope this will make the NHS more efficient and save money.

If you would like to comment on these plans please go to the Change NHS online portal.

Thanks to PPG member Linda Hughes for this update.

PRIMARY CARE NETWORKS

Albany Surgery is part of the Newton West Primary Care Network (PCN) which consists of Albany Surgery, Bovey Tracey and Chudleigh Practices and Kingskerswell and Ipplepen Medical Centres.

The other PCN in the area is the Templar Care PCN.

PCNs are groups of practices working together and recruiting multi-disciplinary teams.

There are 31 in Devon.

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 Thursday 20th March 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