


# MAY 25 NEWSLETTER



## SURGERY UPDATE

CALL  01626 334411  
EMAIL  enquiriesatalbany.L83034@nhs.net



*Welcome to the latest newsletter. We hope that you have enjoyed the recent lovely weather. As we enter June I expect plans are being made for the fast approaching Summer holidays.*

### ZERO TOLERANCE

We would like to thank all patients who treat our staff in a respectful manner. However, we need to remind patients, carers, and their families of our 'zero tolerance' policy. The patient care team are increasingly experiencing patients using foul language and shouting at them. This is not pleasant when the team are trying to help. All the staff are patients themselves and would not treat the staff at their practices in the manner in which the team have recently been treated.

### PRESCRIPTIONS

A reminder that there are 2 Bank Holidays in May so please order your medication in good time. Prescriptions can be ordered up to 14 days early.

### STAFF TRAINING AFTERNOON THURSDAY 26th JUNE 2025

Staff will be having training from 12.00 until 18.00pm on Thursday 26th June 2025. The out of hours service are commissioned to provide cover during this period and calls will be diverted during this time. If your concern is life threatening, please call 999.

### PATIENT QUESTIONNAIRE

Albany already uses the National Patient Questionnaire which produces data on patient experiences. However, the surgery values feedback from patients to ensure they are kept fully informed and have asked the PPG to produce a questionnaire to generate feedback so that improvements can be made. This will ensure that anything the Practice is unaware of can be made clear to them. If you have any areas that you would like including in the questionnaire please forward them to Albany Surgery so that the PPG can include them. When the questionnaire is available it can be collected from Reception and PPG

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

### MAY IS STROKE AWARENESS MONTH

Every day in May 240 people will wake up to the life changing impact of a stroke. People are left unable to move, see, speak or even swallow. It is traumatic and life changing.

Stroke Awareness Month aims to raise awareness of the impact of stroke and help more people find strength through support.

The Stroke Association is the only charity in the UK providing lifelong support for all stroke survivors and their families.

[www.stroke.org.uk](http://www.stroke.org.uk)

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

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**In April, 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 to.**

**A TERM YOU MAY HEAR WHEN DEALING WITH THE NHS -VIRTUAL WARDS**

*Also known as Hospital at Home they allow patients to get care they need at home, safely and conveniently, rather than being in hospital. The NHS is increasingly introducing virtual wards to support people at the place they call home, including care homes. Carers and families should recognise that this may involve them in doing more at home to help the patient convalesce eg taking time off work, doing some nursing/ care tasks.*

*Thanks to Linda Hughes PPG member for providing this information*

**SALT AWARENESS WEEK 12th—18th MAY 2025**

Aims to raise awareness about the health risks of excessive salt consumption & promoting healthier eating habits. Eating no more than 6g of salt per day would help reduce blood pressure & improve heart health.

6 ways to 6 grams:

- check food labels & choose lower salt options
- boost flavour & health with herbs & spices in place of salt
- Use low or reduced sodium salts, seasonings & sauces
- Drain & rinse canned veg & beans
- Eat mostly fresh, minimally processed foods
- Gradually reduce salt in your recipes



**MENTAL HEALTH AWARENESS WEEK**

12– 18th MAY 2025

Aims to create communities that care for people living with mental illness. The theme focuses on the importance of strong connections and safe, supportive communities for mental well-being. Over 1.5 million people are waiting for mental health support. Suicides are at their highest rate this millennium.

One of the most heartbreaking side effects of mental illness is isolation. Strong social connections are a cornerstone of caring communities.

For more information go to:

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

Also 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. Remember we have a Social Prescribing Team ( Newton Abbot West PCN) supporting Mental Health.

**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](http://albansurgery.co.uk/patient-participation-group)

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