

NOVEMBER 25 NEWSLETTER



SURGERY UPDATE

CALL 📞 01626 334411
EMAIL 📧 enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. We hope you have enjoyed the recent firework displays and Halloween events. This is always a busy period for everyone as preparations are made for the Festive period. In this newsletter we will give details of Better Health Adult, SilverCloud and Pancreatic Cancer Awareness Month.

CLOSURE OF JHOOTS PHARMACY

JHOOTS the Pharmacy opposite Albany Surgery suddenly closed recently. This has had a significant impact on patients who use this Pharmacy for prescriptions and has also put a lot of pressure on surgery staff as they have had to support patients to help them get their prescriptions from alternative pharmacies. We would like to thank patients for their understanding at this challenging time and also to surgery staff for all their hard work in responding to this sudden event.

Our MP has contacted the appropriate Government Minister outlining the problem that this sudden closure has had for patients and the surgeries and asked that when contracts are signed by a new pharmacy there are conditions made to stop sudden closures.

If you wish to complain about this closure then phone 0300 123 1672 (local rate number) - open 10am—4pm or email d-icb.patientexperience@nhs.net

BREAKING NEWS—JHoots

We have been informed that Allied Pharmacies have taken over the management of all JHoots premises effected by closures, we await further information and will share with you as and when we become aware.

WE WOULD LIKE TO WELCOME NEW MEMBERS TO ALBANY SURGERY

Honey & Chloe—Patient Care & Administration

Beth— Management team

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.

REMEMBRANCE DAY

11am—11th NOVEMBER 2025

This Remembrance Sunday and Remembrance Day are a national opportunity to remember the service and sacrifice of all of those who defended our freedoms and protected our way of life. Albany Surgery is proud to be a Veteran Friendly Accredited GP Practice and to support our Veteran Community. We understand that this time can be particularly challenging for many veterans in our community, and we want you to know that our team is trained and committed to recognizing and supporting your health needs.

If you are a veteran patient, please let us know that you have served, it helps us to make sure you receive the most appropriate care and support whenever you need it.





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



CALL 01626 334411



EMAIL enquiriesatalbany.L83034@nhs.net

In October 2025 we experienced high volumes of sickness, we wish to thank patients, carers and families for their patience during this time. Where able we sourced cover and staff worked additional hours to support.

SilverCloud

SilverCloud is a free digital platform offering confidential, self-managed programmes to support emotional wellbeing. It is available to anyone living in Devon, including carers, families and supporters accessing mental health services. Programmes include stress, resilience, sleep, alcohol, money, challenging time and positive body image.

For more information go to:
dtp.silvercloudhealth.com

BETTER HEALTH ADULT

Better Health Adult is targeted at anyone aged 18 or over, but in particular the 40-60 year olds who are undertaking risky health behaviours. The toolkit which is available from the NHS takes a few minutes to complete and provides personal results and recommendations.

It is not suitable for

- Anyone 17 or under
- Anyone with an existing health condition like diabetes or heart disease
- Those worried about their health should consult with their GP
- Those who are pregnant should speak with their midwife or GP

For more information and to do the quiz go to: www.nhs.uk
Then search for Healthy Choices Quiz

PANCREATIC CANCER

November is pancreatic cancer awareness month. About 10500 people are diagnosed with pancreatic cancer in the UK each year.

Pancreatic cancer may not cause symptoms for a long time.

Some symptoms include:

- Upper tummy (abdomen) pain. Can spread to the back
- Indigestion
- Jaundice (yellow skin or eyes and itchy skin)
- Changes to your poo
- Unexplained weight loss
- If you have any of these symptoms and do not know why you have them go to your GP.
- There can be other reasons for some of these symptoms but best to get it checked

THE PATIENT PARTICIPATION GROUP

The PPG continues to write this newsletter and supports Albany Surgery in many ways. We welcome new members who are passionate about improving the care their surgery provides. Current patients of all ages and backgrounds are invited to apply. The next PPG meeting is on 13th November 10.30am until Noon. It will take place in the Ground Floor Meeting room.

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