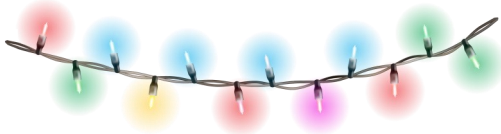


# DECEMBER 25 NEWSLETTER



## SURGERY UPDATE

CALL 📞 01626 334411  
EMAIL @ enquiresatalbany.L83034@nhs.net



Welcome to the latest newsletter. Everyone at the Practice would like to send seasons greetings to all patients, families & carers. This newsletter has information on the deadlines for ordering prescriptions from the surgery over the holidays, the Live Longer Better Project, the Nature for Health scheme, the National Grief Awareness Week and Save the Children's Christmas Jumper Day.

### CARE QUALITY COMMISSION (CQC)

The CQC will be visiting Albany Surgery in the next few weeks. Nationally each Practice has a visit from them at regular intervals.

All the team at Albany are pulling together to demonstrate the processes that underpin the care that Albany Surgery can give to patients, given the limited resources available. People who have used Albany services within the last 12 months will be contacted by email or SMS with details on how to complete CQC feedback.

### PATIENT ACCESS SURVEY

Previously we have mentioned the Patient Access Survey, which we at the PPG have been involved in developing with the Practice and an outside consultancy. The Practice is aware that telephone access is difficult. This survey will look at this issue and is easy to complete. It has 10 questions. It includes questions on preferred ways of contact and gaining access, things that Albany Surgery should focus on and patient preference for appointment provision.

The survey is available on Albany Surgery website and can be easily completed online.

For those who prefer paper copies these are available in Reception and Patients can complete them and return them to the white Friends and Family box in Reception.

An easy way to contact the Surgery is by using Systemconnect available on the website. This is open for admin or routine requests all day long 8am- 6pm. Albany Surgery has now more people on the telephones.

## 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 for Spring Bank Holiday	When prescription should be ready for collection
Monday 22 <sup>nd</sup> December	Tuesday 30 <sup>th</sup> December
Tuesday 23 <sup>rd</sup> December	Wednesday 31 <sup>st</sup> December
Wednesday 24 <sup>th</sup> December	Friday 2 <sup>nd</sup> January
Thursday 25 <sup>th</sup> December	Friday 2 <sup>nd</sup> January
Friday 26 <sup>th</sup> December	Friday 2 <sup>nd</sup> January
Monday 29 <sup>th</sup> December	Monday 5 <sup>th</sup> January
Tuesday 30 <sup>th</sup> December	Tuesday 6 <sup>th</sup> January
Wednesday 31 <sup>st</sup> December	Wednesday 7 <sup>th</sup> January
Thursday 1 <sup>st</sup> January	Wednesday 7 <sup>th</sup> January

## 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.

## FOR THE LATEST ON ALBANY SURGERY GO TO OUR FACEBOOK PAGE AND WEBSITE

Please check the Albany Surgery Facebook Page (search Albany Surgery Newton Abbot) Or Albany Surgery website page ([www.albanysurgery.co.uk](http://www.albanysurgery.co.uk))

Christmas opening times  
Albany Surgery is open as usual except for the below dates



Christmas Day: CLOSED  
Boxing day: CLOSED  
New Years Day: CLOSED





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



01626 334411



enquiriesatalbany.L83034@nhs.net

**In November, 177 booked appointments were missed, (that's 16 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.**

**NATURE 4 HEALTH  
WITH ALBANY SURGERY & NATURE & THERAPY  
CIC**

6 weekly sessions in nature for people who've been feeling low, anxious, isolated or unwell.  
*Is it right for you?*

One course member said 'By the end of 6 weeks I felt brighter and clearer in my mind.'

The course helps to build confidence and reconnect with what feels meaningful. Course is suitable for all including those with low mobility.

We meet at Albany Surgery and move into accessible nature nearby.

Starts Tuesday 10th February 10am—12.45pm 2026

Register [www.natureandtherapy.co.uk/n4h](http://www.natureandtherapy.co.uk/n4h)

If you need help with the self-referral form contact Joey (Health and Wellbeing Coach, Albany Surgery) via email at [d-icb.nwellbeingteam@nhs.net](mailto:d-icb.nwellbeingteam@nhs.net) or ask at Reception

**LIVE LONGER BETTER—THE HEALTHY AGEING CAMPAIGN  
SUPPORTING YOU TO KEEP ACTIVE IN MIND AND BODY,  
REDUCE STRESS AND FEEL BETTER**

Are you aged 50 years and over with one or more long term conditions? Are you looking to improve your health and wellbeing, become more active, reduce stress and feel better in your daily life? South Devon and Torbay Healthy Ageing programme which is co-ordinated by Teignbridge Community and Voluntary Services would like to invite you to join one of their 3 FREE Live Longer Better courses.

Join one of their free courses designed to help you live a healthier and happier life: try new things, stay active, eat, sleep and think well, connect with others, feel motivated and confident

**COURSE 1-** Online self-directed course learn at own pace, anytime

To sign up go to [www.livelongerbetter.uk/devon-learn](http://www.livelongerbetter.uk/devon-learn)

**COURSE 2-** Online coached course—learn with wellbeing coach in small groups

To sign up go to [www.livelongerbetter.uk/devon-start](http://www.livelongerbetter.uk/devon-start)

**COURSE 3-** In-Person Group Course—8 week programme, half a day a week

To sign up email [healthyageing@teigncvc.org.uk](mailto:healthyageing@teigncvc.org.uk)



**NATIONAL GRIEF AWARENESS WEEK**

**2-8TH DECEMBER** The week aims to raise awareness about grief and to encourage open conversations about bereavement. The theme this year is 'Growing with Grief' which encourages participation in events like 'Walk and Talk' and culminates with a nation-wide 'light orange' on 8th December to remember those who have died.

Details available at:

[www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org) ngaw

**CHRISTMAS JUMPER DAY**

**11th 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](http://savethechildren.org.uk)



**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 notes from the last PPG Meeting on 13th November are available on the PPG Noticeboard in Reception.

The next PPG Meeting is on 12th March 2026 from 10.30am until Noon and will take place in the Ground Floor Meeting Room. We would love to see you at the meeting.

How to apply:



Pick up an application form at the surgery



[albanysurgery.co.uk/patient-participation-group](http://albanysurgery.co.uk/patient-participation-group)



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

