

JANUARY 26 NEWSLETTER



SURGERY UPDATE

CALL 📞 01626 334411

EMAIL 📧 enquiresatalbany.L83034@nhs.net



We hope all our patients have had a wonderful Christmas & wish you all a Happy New Year. Thank you from the Practice to all the patients & their families/carers for the very kind gifts given to the team during the festive season. It is very much appreciated and enjoyed by the team.

CERVICAL CANCER PREVENTION WEEK 19th-25th JANUARY 2026

The week is an opportunity for women and young people aged 25-64 to come forward for their cervical screening as well as to share information and resources to help people to make informed decisions about screening and tackle some of the barriers stopping people from being screened. NHS has an ambition to eliminate it by 2040.

To help prevent cervical cancer:

- Attend screening when invited
- Know symptoms of cervical cancer and seek advice if experiencing any
- Take HPV vaccination if aged 11-18
- Know where to find support

More information on screening go to:
www.nhs.uk/cervicalscreening

PATIENT SURVEYS

Patients at Albany Surgery may be asked to complete surveys about their experiences. There are 3 available.

FRIENDS AND FAMILY SURVEY

This will ask about your recent experience at the Surgery. Most commonly you will be sent a text following a contact/appointment. It will be quick and easy to complete. There are other ways to complete this.

PATIENT ACCESS QUESTIONNAIRE

The PPG and Albany Surgery have produced this simple questionnaire to get feedback from patients relating to patient access. It can be filled in online via Albany website or by filling in a paper copy available in Reception..

NHS GP PATIENT SURVEY

This is an independent survey and is sent out to a sample of patients from each Practice. It is divided into the following sections:

- GP SERVICES
- LAST APPOINTMENT VIEWS
- YOUR HEALTH
- OVERALL EXPERIENCE

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.



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

CALL  01626 334411

EMAIL  enquiriesatalbany.L83034@nhs.net

In December 2025, 197 booked appointments were missed, (that's 20 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need

**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

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 or ask at Reception

ALBANY SURGERY IS PROUD TO BE A MEDICAL TRAINING PRACTICE

Albany Surgery is very enthusiastic about being involved in medical education because it helps to keep the clinical team up to date with the latest evidence based treatments and also to attract some of the very best people to work in our community.

How does this impact on patients? Well, you may be offered an appointment with a GP Registrar. These Doctors are fully qualified and have had considerable experience in several hospital specialties but work with Albany to complete their specialist training to become a GP.

Albany Surgery also teach students and sometimes you may be asked to see the Doctor or Nurse with a student present. You will always be asked beforehand if this is acceptable and you may ask the student to withdraw if you prefer to have your consultation in private.

HOLOCAUST MEMORIAL DAY 27th JANUARY 2026

Commemorate, on this day the 6 million Jewish men, women and children murdered during the holocaust.

At 8pm on 27th January join others nationwide by lighting a candle to 'the Light the Darkness'

hmd.org.uk

WALK YOUR DOG MONTH 1-31st JANUARY 2025

This month long event emphasizes the importance of regular exercise for both pets and their owners. It also fits in with resolutions many of us have made to get fitter. This exercise can bring health benefits such as improved cardiovascular fitness, lower stress levels and enhanced mental well-being.

THE PATIENT PARTICIPATION GROUP

The PPG produces this newsletter and continues to support 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 the Reception area.

The next PPG meeting is on 12th March 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

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