FEBRUARY 26 NEWSLETTER

Albany surgery

SURGERY UPDATE

CALL 01626 334411
EMAIL enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. In this edition we will look at plans for a phased introduction of group consultations as a way of supporting patients with long term health conditions. Also we will highlight Rare Disease Day, Helplines Awareness Day and Eating Disorders Week.

TELEPHONING THE SURGERY

As a PPG we thought it would be useful to explain that when ringing the Surgery and whilst in the telephone queue you will hear a message that a SystmConnect request may be faster for clinical or administrative enquiries.

However, when 'safer working capacity' is reached or if your call is outside the period 8.30am until 3pm on a working day then the ability to use SystmConnect for medical enquiries ceases. However if the health issue is urgent and you cannot wait to the next working day you are asked to continue to wait on the telephone.

Clear instructions are given on what to do outside the normal opening times of the Practice.

For administrative enquiries on SystmConnect, then you can complete an enquiry from 8.30am util 6pm. Administrative enquiries include Doctor's Letter, Fit Note, Test Result or Other Administrative Request.

PPG NOTICEBOARD HAS MOVED

To get up to date with everything to do with Albany Surgery PPG, take a look at the PPG Noticeboard which is now located just to the right of the Reception Desk. Notes from the last PPG Meeting are on display here as well as other information to do with the PPG. Next time you visit, please take a look.

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.

EATING DISORDERS AWARENESS WEEK 23rd FEBRUARY—1st MARCH

This week aims to raise awareness 1of eating disorders and the importance of community. Eating disorders can be isolating, making people feel alone whether someone has an eating disorder themselves or whether they are supporting someone.
The week celebrates the power of community and the vital role family, friends and other support networks play in helping someone feel supported, understood and never alone on their journey from seeking help, undergoing treatment and beyond.

For more information go to:
www.beatingdisorders.org.uk

Albany surgery

facebook

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

CALL — **01626 334411**

EMAIL — **enquiriesatalbany.L83034@nhs.net**

In January 2026, 168 booked appointments were missed, (that's 17 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

Helpline Awareness Day
23rd February 2026

This day is an opportunity to highlight the vital role helplines play in supporting people through some of the most difficult times of their lives and the impact they have. This year we will celebrate the stories of people whose lives have been transformed by helplines.
'Developing in the Dark' will be a photographic exhibition celebrating the impact of helplines through the people who have used them.
There is a useful Find a Helpline Directory available at the website below:

Go to www.helplines.org

PHASED INTRODUCTION OF GROUP CONSULTATIONS AT ALBANY SURGERY
Group consultations are a way of supporting patients with long term health conditions. These are group medical appointments delivered to patients with similar health issues in a supportive group setting.
This winter Albany Surgery will be launching the offer of group clinics. We will be launching in a phased approach, so not everyone will be offered this straight away. Initially, we will be launching this style of consultation for patients with Asthma.
The current system of inviting you in for your annual Asthma review on the month of your birthday will remain. However, the first choice will be to attend a group consultation, if you decide this is not for you, then please continue to book your one-to-one appointment as usual.

There are many benefits to attending a group consultation including:

- ***More time with a clinician***
- ***Better patient experience***
- ***Increased patient confidence in managing their condition***
- ***Opportunity for patients to support each other***
- ***Improved patient outcomes***
- ***Reductions in hospital admissions and A&E attendance***

Please watch the short video below which provides an overview of how a group clinic is delivered. We welcome and appreciate your support with this change.
https://www.youtube.com/watch?v=Bun0kFsBJq8

RARE DISEASE DAY 28th FEBRUARY

This day is an official international awareness raising campaign for rare diseases.

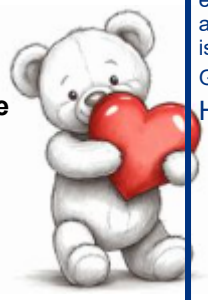
300 million people globally are living with over 6000 different rare diseases.

72% are genetic and 70% of these begin in childhood.

More information on Rare Diseases can be found at:
www.rarediseaseday.org

CHILDREN'S MENTAL HEALTH WEEK
9th– 15th FEBRUARY

Theme this year is 'This is My Place'
We know that our sense of belonging as individuals, in our friendships, in school and in communities plays a vital role in our mental health and wellbeing. More details at:
www.childrensmentalhealthweek.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 meeting on 13th November are available on the PPG Noticeboard. The next PPG meeting is on 12th March 10.30am until Noon and will take place in the Ground Floor Meeting room. We would love to see you there.

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

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