



# MARCH 26 NEWSLETTER

Alban  
surgery 

## SURGERY UPDATE

CALL  01626 334411  
EMAIL  enquiriesatalbany.L83034@nhs.net



Welcome to the latest newsletter.  
We enter British Summer Time this month and so we will have lighter evenings and we look forward to the Easter break and our Easter eggs.

## HOW CAN YOU REQUEST AN APPOINTMENT

Dr Glenton and the Partners have written the following to clarify how you can request an appointment.

There are various options for requesting an appointment or submitting a query. The easiest options are often on-line with systmconnect, although other options still exist, like popping in to reception or phoning the Surgery. It is important requests are submitted as early as possible as this is when appointments are available. We offer these choices so no-one is disadvantaged and to free up the telephones for people who really need this option. We have more people answering the phones and do our best to answer your call promptly, politely and efficiently.

To submit a systmconnect, please go on-line to [www.albanysurgery.co.uk](http://www.albanysurgery.co.uk) and click on "appointments". This should take you through the options to submit a systmconnect. Please bear in mind that for urgent queries, this system is open from 8am and we switch it off when we run out of appointments. We keep it open for as long as possible so this time will vary. At this point, your query will be triaged and you may be asked to submit a query the following day or you may be signposted to a different service.

For routine queries/appointments, these options stay open all day, from 8am - 6pm, and are a good way to organise an annual review, a Nursing appointment or submit a medication query or request a fit-note.

We understand it can be difficult getting an appointment or a query answered. Our team do the very best they can. Unfortunately, we are dealing with more GP problems than ever with less Government funding. Please bear with us as we do our best.

### 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.

### VETERANS AND ARMED FORCES EVENT

MONDAY 11<sup>th</sup> MARCH  
10.30 - 12.30  
THE COURTENAY CENTRE

Templar Wellbeing are hosting a Veterans and Armed Forces event as a part of our monthly Community Support Service on 11th March. Additional resources and specialists available on the day for all Veterans, serving personnel and families.

Services attending-  
Defence Medical Welfare Service, OP Cwtch,  
PTSD Resolution, Royal British Legion, DWP  
Armed Forces Champion  
and SSAFA



COME IN  Grace House, Scott Close,

CALL  01626 334411

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**In February, 159 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.**

**NUTRITION AND HYDRATION WEEK  
16th—22nd MARCH**

*The purpose of this week is to bring people together to highlight and educate them on the value of food and drink in maintaining health and well being in health and social care.*

**NO MORE 2—8th MARCH**

*The aim of this week is to raise awareness of domestic abuse and sexual violence, inspiring individuals, organisations and communities to make change.*

*For more information go to:  
[www.nomore.org](http://www.nomore.org)*

**OVARIAN CANCER MONTH 1st—31st MARCH**

Every March is Ovarian Cancer Month which gives a chance to put ovarian cancer in the spotlight. In the UK over 7000 women are diagnosed with ovarian cancer every year. Two thirds of women are diagnosed with ovarian cancer too late when it is harder to treat.

Key symptoms of ovarian cancer are:

- Persistent bloating ( not bloating that comes and goes)
- Feeling full quickly and/or loss of appetite
- Pain in your tummy or pelvis (the area between your hip bones)
- Needing to pass urine more urgently or more often than usual

40% of women wrongly believe that cervical screening detects ovarian cancer.

Key initiatives for the month include 'Miss it for March'- give up a favourite treat or habit to raise funds/ awareness and 'Walk in her name' - a walking challenge to fund research and support families.

For more information go to:  
[www.targetovariancancer.org.uk](http://www.targetovariancancer.org.uk)

**SOCIAL PRESCRIBING DAY**

*Social Prescribing Day is on 26th March and is an annual celebration of people, organisations and communities who make social prescribing happen.*

*Many things that affect our health can't be treated by doctors or medicine alone and in which case Social Prescribing may be used.*

*Social Prescribing often begins with a referral from a GP, hospital, charity or other organization to a Social Prescribing Link Worker. They will then connect people to activities, groups and support that will improve health and wellbeing.*

For more information go to:  
[www.socialprescribingacademy.org.uk](http://www.socialprescribingacademy.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 Thursday 13th November are available on the PPG Noticeboard. The next meeting is on 12th March 1030am 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



[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