

APRIL 26 NEWSLETTER

SURGERY UPDATE



CALL ☎ 01626 334411

EMAIL @ enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. We hope that you have had a good Easter weekend and have managed to enjoy the recent good weather. In this edition we have information on Podiatry, Personal Alarms and the new Devon Electronic Patient Record and MY CARE.

PODIATRY—Fun fact: On average if you walk 9,000 steps a day, you will walk around the Earth 3.5 times in your lifetime.

We rely on our feet for our mobility. Often it is not until something goes wrong that we realise how vital our feet are to us. Checking your feet is essential to detect early signs of injury, infections, or poor circulation that can lead to ulcers, severe damage, and even amputations. It is especially important for people living with long term conditions such as diabetes, rheumatoid arthritis or poor circulation problems.

It is recommended to check your feet daily for any changes, such as cuts, swelling, or changes in colour or temperature, particularly after showering or putting on socks. Daily inspections help identify cuts, blisters, discoloration, swelling, or numbness (tingling sensations) or infections that are often painless due to nerve damage (neuropathy). If you can't do it yourself, is there someone such as a family member or carer who you can ask.

Another important thing to check is your footwear. Seven in 10 people wear ill-fitting shoes, which can cause rubs, blisters, and ingrown nails, so check your shoe size regularly. If you notice any significant changes or have concerns, contact your doctor or a podiatrist. Podiatrists offer services such as diabetic foot checks, wound care, nail surgery, and biomechanical assessments for orthotics. Both NHS and private clinics are available within the area. More information on how to access your local NHS podiatry service can be obtained from accessing the link [Podiatry - Torbay and South Devon NHS Foundation Trust](#). Or go to www.torbayandsouthdevon.nhs.uk and enter Podiatry



THE NEW ONE DEVON ELECTRONIC PATIENT RECORD (EPR)

If you are a patient receiving treatment at Torbay & South Devon Hospital or the Royal Devon University Hospital a new Devon wide electronic patient record called Epic is now available. This system moves away from paper based records and manual systems. It integrates hundreds of systems previously in use into one single system, giving a complete overview of a person's medical record.

Attached to this system is a patient portal called MY CARE. This gives patients access to their hospital information in one convenient place through their computer, phone or tablet. Using MY CARE is optional and paper letters remain for those not opting in. GPs can access it through Epic Care Link. Work is underway to integrate MY CARE with the NHS App. Derriford Hospital will be using Epic by the end of July 2026.

COMMUNITY SUPPORT - NEXT MEETING 13TH MAY AT COURTENAY CENTRE 10.30-12.30pm FREE HELP & ADVICE

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

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In March 2026 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.

PERSONAL ALARMS—HOW THEY COULD SAVE YOUR LIFE

Patients have been telling us about how shocked they have been to find elderly relatives who were lying on the floor – unable to call for help. Family (or friends or neighbours) all thought that they kept in touch regularly by phone, or, by visiting – or may-be just because they lived nearby. But how many of us keep in touch every hour of the day?

Just imagine....you are in a hurry, you turn, stumble, maybe you hit your head against a piece of furniture....you fall ...and then find perhaps you are unable to move? You might have broken a hip or your arm or wrist. **Your mobile phone is just out of reach.**

We tend to be very independent, don't we? We think we are 'fine – it won't happen to me'. The results can be catastrophic. If we want to talk to a relative or friend or neighbour about having a personal alarm, here are some of the benefits of personal alarms:

They provide a swift and sure emergency response.

- If you fall, or maybe have a stroke or heart attack – you might lie on the floor for a long time before being found. This greatly increases the chances of your being hospitalized.
- Some personal alarms have 'fall detectors'. These use sensors automatically to identify a sudden impact such as a fall. A monitoring centre is immediately alerted – even if the person is unconscious or unable to press the button.

They reduce anxiety

- Knowing that help is available at the touch of a button reduces your fear of falling and of other anxieties about living alone.

They really help to keep you independent

- By providing a reliable safety mechanism, they help you maintain your independence and – to be able to continue living in your own home for longer. .
- Mobile alarms with GPS tracking allow you to continue your daily activities such as gardening, walking, going to the shops – because, in an emergency you can quickly be found.

Go to Albany Surgery website for more information.

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.

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 12th March are available on the PPG Noticeboard. The next PPG meeting is on 23rd July 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