

MAY 26 NEWSLETTER

SURGERY UPDATE



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

Welcome to the latest newsletter. We hope you are enjoying the lighter evenings and the recent good weather. In this edition we have information on Abtrace in relation to booking annual reviews, share the very positive feedback on the Nature 4 Health course and information on Patient Transport in Devon.

ANNUAL REVIEW INVITATIONS—WHAT IS CHANGING?

If you have a health condition that requires monitoring, we have previously invited you in by your month of birth. However, from Spring we will be moving to a system which is inviting you in 12 months from your last review. For lots of patients this may still fall in the month of your birth, and it won't feel any different.

How you will be invited will not change, this remains as a text message or email. If we do not hold a mobile number for you or an email address, you will be contacted by phone call or letter. If you are invited in via text or email you may receive a booking link to book your appointment direct. Many patients find this way of booking appointments convenient, and it helps the practice with managing telephone traffic. However, this is just an additional option and if you wish you are welcome to call in to the surgery to book or telephone us.

The software the surgery has implemented to support the invite process is called Abtrace. If you decide to book online you will be taken to either an NHS or Abtrace patient portal. This does not require a username or password; you will just need to enter your date of birth to proceed with the appointment booking.

Thank you so much for your support and patience with this change. We will continue to update you as the process embeds and evolves.

PATIENT TRANSPORT TO A HOSPITAL APPOINTMENT IN DEVON

Patients registered with a GP practice in Devon may be eligible for patient transport assistance if you are:

- currently unable to use a car or public/ community transport
- need skilled help to leave your home
- will require extra support on the journey

If this is the case please call 01803 656 777

COMMUNITY SUPPORT—13th MAY and 10th JUNE

Every second Wednesday of the month at The Courtenay Centre, 10.30am-12.30pm. Walk-in sessions. Everyone welcome. Free help and advice for anyone struggling with cost of living (money) employment & training, Citizens Advice, Health & Social Care, being an unpaid carer, NHS App access, Mental Health, Housing & more....

SUN AWARENESS WEEK 11th—17th MAY

This annual campaign, led by the British Association of Dermatologists marks the summer— long efforts to educate everyone on sun safety, skin cancer prevention and the danger of sunbeds. Key areas of focus:

- Sun safety education promoting the use of shade, protective clothing and high factor sunscreen
- Skin cancer awareness of risks of melanoma & non-melanoma cancers
- UV index Awareness—educating when sun is strongest, typically 11am to 3pm
- Sunbed Safety—focussing on the dangers associated with sunbed use.

ROWCROFT HOSPICE—MAKE A WILL WEEK 11th—15th MAY

Hospices are facing increased financial pressures. Local participating solicitors will donate your entire Will-making fee to Rowcroft, helping them to fund compassionate care to their patients and their relatives.

If you would like to learn more about Make A Will Week contact Rowcroft on 01803 217405 or go to

legacies@rowcrofthospice.org.uk



In April 2026 we had 4668 available appointments. 199 were cancelled or patients did not attend. Please remember to inform the surgery as soon as possible if you need to cancel. The appointment can be offered to another patient.

- COME IN**  **Grace House, Scott Close, Newton Abbot, TQ12 1GJ**
- CALL**  **01626 334411**
- EMAIL**  **enquiriesatalbany.L83034@nhs.net**

NATURE 4 HEALTH: AN UPDATE FOR PATIENTS OF ALBANY SURGERY

We wanted to share an update on Nature 4 Health — the six-week nature-based wellbeing programme running in partnership with Albany Surgery and Kingskerswell & Ipplepen Health Centre.

Albany group complete

We've just finished our first Albany cohort, with nine participants meeting each week to explore local parks together. With building works underway at Albany Surgery, Newton Abbot Library kindly hosted the opening part of each session in a beautiful light-filled room. Community transport then took the group on to a different local park each week, which meant everyone could take part, including participants using mobility scooters. We held our final follow-up session a month on at Stover Country Park.

As one participant put it: *"The top roof room in the Library was ideal — light and airy with a good vibe. The local parks were beautiful."*

What participants took away

The course is gentle by design — time to slow down, notice the natural world, and reconnect with what feels meaningful. For many, that was a new experience:

"I needed to learn it's okay to take time and slow down. It's okay to enjoy the moment for me."

"I will learn how to deal with stress better and how to calm myself when I feel overwhelmed... simple things like walking in nature, listening to birds, or noticing trees and fresh air can improve my mood."

"A couple of things: that I'm not alone in those feelings, to capture glimmers and moments of awe as I find myself in them, that nature isn't far away."

"It feels so obvious now that mindfulness and nature would go hand in hand. Definitely something I will continue to practise."

The power of the group

Alongside nature, the group itself became an important part of the experience:

"I was sceptical but open. As the weeks went on, the group were warm and inviting and we gelled despite being a diverse group. Our group leader gave us the opportunity to explore nature in a different way and I felt enlightened at the end. I felt at peace."

"What brought me the greatest benefit was the feeling of belonging to a group, the sense that someone was genuinely interested in what I had to say, the kindness I experienced, and an improved ability to relax when surrounded by nature."

One participant summed it up simply: *"I call it soft therapy. It's gentle, warm and inviting... genuinely makes a difference."*

Interested in joining a future cohort?

Nature 4 Health is a gentle, supported course - no fitness level or special kit needed, and you can take part at your own pace. If you'd like to find out more, please email Clare (clare@immerse-in-nature.com) or Emma (emma@themindfulchoice.co.uk). The next Albany course starts on Tuesday 8th September 2026.

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