

JUNE 26 NEWSLETTER

SURGERY UPDATE



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Welcome to the latest newsletter. We hope you have enjoyed the recent hot and sunny weather and have avoided getting sunburnt. In this edition of the newsletter we feature Armed Forces Day, Learning Disability Week, World Blood Donor Day and information on filling in 'Next of Kin' and 'Emergency Contact' details.

NEW GPs STARTING AT ALBANY

We would like to give a very warm welcome to two new GPs who will be starting at Albany in June.

They are Catherine Murrell and Clara Murphy, both of whom trained locally and the Practice is very happy to have them on their team. They will be working 3 and 2 sessions respectively.

Another GP will be joining the team in September.

More information about new recruitments to the Nursing and non-clinical team will follow in the next Newsletter.

ABTRACE

In the May 2026 Newsletter we mentioned Abtrace, which is the new system being used for chronic disease monitoring and annual reviews. This process has started and should streamline recalls for all patients.

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.

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.albansurgery.co.uk) or fill out a Friends and Family feedback card at our main reception.

ARMED FORCES DAY 27th JUNE

It takes place on the last Saturday of June and is a chance to show support for the men and women who make up the Armed Forces community: from currently serving personnel, including Reservists to Service families, veterans and cadets.

The day marks a culmination of a week long series of events. You can find events at the Armed Forces Directory by going to:
www.armedforcesday.org.uk



COMMUNITY SUPPORT SERVICE -
WEDNESDAY 10th JUNE - COURTENAY CENTRE
-10.30-12.30

This takes place during Carers Week. Organisers are pleased to welcome additional health and carer support to the event. Eg Teign Housing, Devon Mental Health Alliance, Community Mental Health Team, DWP Disability Employment Advisor, Newton Abbot Community Police, CWTCH Hub and Op Cwtch, SW Warer, MP office casework team Healthwatch and Citizens Advice and other groups.

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

CALL  **01626 334411**

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**LEARNING DISABILITY WEEK 15th—21st
JUNE**

The theme is 'Do you see me?' which is all about people with a learning disability being seen, heard and valued. It aims to challenge the barriers that people with a learning disability face.

This Learning Disability Week we are asking you to help us walk 1.5 million steps to help raise funds and awareness for the 1.5 million people on the UK with a learning disability. Details on how to become involved with the walk and other activities can be found at: www.mencap.org.uk

**In May 2026
185 appointments were cancelled or patients did not attend
1594 on line triage forms were received
4148 appointments were available this is all types of appointments**

HOW OFTEN HAVE YOU, OR A FAMILY MEMBER BEEN ASKED TO PROVIDE 'NEXT OF KIN' OR EMERGENCY CONTACT DETAILS?

Whether on official forms or elsewhere, being asked for your "Next of Kin" can be quite problematic – very much so, for those who do not have children, or whose family do not live nearby.

"When people ask me to record my Next of Kin, I write 'None' and they can think I'm sad person if they want to" said one patient. Others report being told that they can't book a holiday unless they can give a "Next of Kin".

You do not need to feel guilty. If you want to write 'None' – that is fine. If what the hospital or organisation is asking for is 'Whom do we contact in an emergency?' – then they should tell you that.

Also: this is why having a **Devon & Cornwall TEP (a Treatment Escalation Plan - called a "Respect Plan" in other parts of the country)** can also be important. This TEP form includes:

- Your Key Contact.....or, Next of Kin.....or, who might hold your Lasting Power of Attorney (Health & Welfare)
- What is this person's relationship to the named patient?
- Their contact (phone) number(s)

The TEP is **not** a legal document, but it can identify the person to be contacted and consulted, whether or not they are legally Next of Kin. The 'TEP' captures:

- Whom the patient wants to be contacted
- Whether there is a legally appointed person who has a Lasting Power of Attorney (Health & Welfare)
- Who needs to be involved in discussions (and decisions) about the patient's ongoing treatment – which may be 'you'.

Thanks to PPG member Linda for providing this article.

**WORLD BLOOD DONOR DAY - 14th JUNE
'ONE DROP OF HUMANITY. GIVE BLOOD.
SAVE LIVES.'**

Transfusion of blood and blood products save millions of lives every year. This day celebrates everyone who donates the life-saving gifts of blood and aims to raise awareness of the need for regular blood donations to ensure the quality, safety and availability of blood and blood products for patients in need.

The date 14th June is significant as it marks the birthday of Karl Landsteiner, the Nobel Prize winning scientist who discovered the ABO blood group system.


To register, check your eligibility and book an appointment to give blood go to:

www.blood.co.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 12th March are available on the PPG Noticeboard. The next PPG meeting is on 23rd July 10.30am until Noon and it 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