

JULY 2026 NEWSLETTER

SURGERY UPDATE

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Welcome to the latest newsletter. We hope you have enjoyed the recent hot weather and took precautions to keep as cool as possible. This is always a busy period for everyone as preparations are made for the Summer holidays. Everyone at the Practice would like to wish everyone a relaxing break.

ALBANY PPG WOULD LIKE TO WISH OUR PRACTICE MANAGER, TRUDI MORRISON A FOND FAREWELL

All members of the PPG would like to express their great thanks to Trudi Morrison, the Practice Manager, who is leaving Albany Surgery in July. She has done so much for the Practice in her time here and has developed excellent links with all PPG members and nurtured our work with the Practice. We will greatly miss her and would like to offer her the very best wishes for the future.

This quote from Winnie the Pooh best summarises our feeling 'How lucky I am (we are) to have something that makes saying goodbye so hard.'



PPG NOTICEBOARD

Albany Surgery PPG has a Noticeboard in the Main Entrance, to the right of the reception Desk. You can catch up on all of the latest news there. Notes from each PPG Meeting are on display on it.

The next meeting of the Patient Participation Group is on Thursday 23rd July 2026 in the Lower Meeting Room just off East Street at 10.30am until Noon.

NEW STAFF JOINING THE ALBANY SURGERY TEAM

NEW HEALTHCARE ASSISTANT (HCA)

Starting at the end of July we have a new HCA joining us on a full-time contract. They will also be providing cover on a Wednesday as part of the Surgery's extended access provision.

NEW PRACTICE NURSE

They will be joining us at the beginning of October on a full-time permanent contract. They started their career as a Phlebotomist and moved across to nursing through the nursing associate qualification. They will be providing the enhanced access cover on a Wednesday as part of Albany's contract.

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.

JULY IS UV SAFETY MONTH

This awareness event is to highlight the dangers of ultraviolet (UV) radiation, the importance of protecting yourself from UV rays and how to include sun safety practices into your daily routine.

Over exposure to UV radiation can cause sunburn, premature aging (such as wrinkles and age spots) increased risk of skin cancer and eye damage.

SUN SAFETY TIPS

You can still burn even when it is cloudy, windy or cool.

In Summer the sun is strongest between 11am and 3pm. Try to avoid direct sunlight at these times.

Cover yourself up, wear long sleeves

Use trees/umbrellas to shade yourself

Apply suntan cream to areas that are not covered.

Re-apply regularly and after swimming.



COME
IN



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

CALL



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In June 2026

196 appointments were cancelled or patients did not attend.

**A total of 4784 appointments were available across the
clinical team**

**1980 on line triage forms were received of which
1137 had an appointment booked,
232 were given advice and guidance
221 had medication issued.**

SOCIAL PRESCRIBING

Joey Milburn is the Health & Wellbeing Coach / Social Prescriber at Albany Surgery

Joey will produce monthly anonymised Case Studies which help to outline the types of patients he supports and the skills he uses to help them.

Patient A

This 31-year-old female came to coaching after a referral from their GP, Patient A had been trying to conceive for 4 years with no luck and had been made aware that her weight may be a factor. Patient A was looking into starting IVF and did not want to be turned away due to being overweight. The focus from our first session was to increase the likelihood of IVF or the likelihood to conceive through healthy changes that are manageable long term.

Over the course of 6 sessions, we focused on areas around being more active, eating high protein and high fibre foods, reducing high fat and high sugar foods as well as taking time to relax and finishing work at a reasonable time. Over the course of 6 sessions, Patient A managed to find a more suitable routine which allowed for preparing good food, regular exercise and she managed to lose over 14lbs.

The biggest achievement was that Patient A felt more comfortable and happier within herself and felt positive that she was heading in the right direction to achieve her goal with hope that she would be accepted for an IVF programme or conceive.

Feedback: "Joey has really helped me with his wellbeing advice. I started having appointments in January to May this year and he gave me advice about healthy eating, exercise and ways I can reduce stress. Joey gave me the freedom to set my own goals and taking his advice onboard. Since discharging from face-to-face appointments I've kept in email contact with Joey for advice when I've got stuck at a particular weight for a while, Joey supported me with swimming vouchers over the summer which was really helpful as I love swimming. Since meeting Joey in January, I've lost 2stone 7lbs and I'm 13lbs away from my overall target. I'm really glad I was able to lose this weight change my lifestyle and do it all without any medications."

ALCOHOL AWARENESS WEEK

6-12th JULY

Alcohol Awareness Week is an annual campaign aimed at raising awareness about alcohol-related harm. It:

Promotes self-reflection

Educates on impact of alcohol on physical and mental health

Reduces stigma

You can take part by:

Checking on your drinking

Making small changes eg try alcohol free days

Seeking support

Find more details at:

www.alcoholchange.co.uk

SAMARITANS AWARENESS DAY 24/7 24TH JULY

On Samaritans Awareness Day we're raising awareness that Samaritans is the charity that prevents suicide through the power of human connection. Samaritans are here to listen.

You are never alone Samaritans are here to listen 24/7. You can call them any time for free on 116 123

From 1-24th July Samaritans ask people to take up the challenge of doing 24 minutes of activity every day to raise money for Samaritans.

*Further details are available from
www.samaritans.org*

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 next PPG meeting is on 23rd July 10.30am until Noon. 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**