

JANUARY 2021 ALBANY PATIENT NEWSLETTER



SURGERY UPDATE

COVID VACCINE

Good News! It has been confirmed that there will be



a COVID Vaccination HUB in the centre on Newton Abbot which will be ran by the Federation of Newton Abbot practices, this includes; Albany, Devon Square, Cricketfield, Buckland, Bovey & Chudleigh, Kingsteignton and Kingskerswell & Ipplepen. The HUB is located at Sherbourne House (Kingsteignton Road, Newton Abbot, TQ12 2PG), which has been set up and made suitable to run a COVID Vaccination clinic for all of our patients. Please refer to our website for more information about the HUB and booking processes.
<https://www.albanysurgery.co.uk/pages/Coronavirus-Updates>
EXTENDED ACCESS
Unfortunately, due to the staffing demand required at the vaccination center it has been decided to put the Weekend

Extended Access clinics on hold until April 2021. We will continue to keep to updated with any relevant information about these clinics and when they may be able to resume.

COVID UPDATE AT ALBANY

Please ensure if you have a face to face appointment at the surgery you must NOT arrive any earlier that 10minuets prior. As we have to ensure our waiting rooms are not overcrowded for your own safety.

Please also ensure you are following the rules when entering the surgery;

- To come alone where possible
- Wear a face covering
- Use the provided hand sanitizer at the patient entrance
- Follow any one way systems
- Keep your distance



OPENING HOURS

MON: 08:30-13:00, 14:00-18:00

TUE: 08:30-12:00, 14:00-18:00

WED:08:30-13:00, 14:00-18:00

THUR:08:30-13:00, 14:00-18:00

FRI:08:30-13:00, 14:00-18:00

SAT: CLOSED

SUN: CLOSED

Thank you for you patients and understanding through this difficult time



FEEDBACK

The Friends and Family Test is important so that we can get your feedback and improve our services
Please fill out the short survey on our website to tell us what you think :)
<https://www.albanysurgery.co.uk/pages/Friends-and-Family-Test>

CHARITY UPDATE

On Wednesday the 3rd of February the staff at Albany will be fundraising to support the local HITS (Homeless in Teignbridge Support) charity!

What are we doing to raise money? For the staff that it is appropriate to do so will be allowed to wear non-uniform for the day and we will all also be bringing a small donation & items of food to create a food parcel for the charity.

We believe this is an important local charity to support at the moment giving the difficult circumstances some families are in. We will ensure to update you on how we get on!

Staffing Update:

We have recently been through a restructuring process with our teams at Albany. Adjusting roles and the way that we work to help meet demand and to enable us to have a contingency plan to cover when staff are absent. We have trained a dedicated vaccination core team to ensure that we can invite our patients for their COVID vaccination in a timely manner.. All of our team members are dedicated to helping our patients, however due to the current COVID situation our systems are under additional pressure. Wwrespectfully ask our patients to be understanding and patient during this difficult period.



facebook.

We now have
Facebook!!

Find us @AlbanySurgery for surgery updates!

01626 334411

Grace House, Scott Close,
Newton Abbot, TQ121GJ



Not all superheroes wear capes....



#thankyoukeyworkers

PHARMACY

Pharmacists are highly trained health professionals and can give you confidential health advice for a range of common illnesses and complaints.

Don't wait for a GP appointment for coughs, colds, aches and pains. Just give your local pharmacy a call or drop in – there's no need to make an appointment.

SELF CARE

If you have a cough, cold, headache or other minor ailment try treating yourself at home initially, with advice and guidance from your local pharmacist.

MINOR INJURIES UNIT

If your injury is not serious but does require attention, it's usually better for you to visit a local MIU. MIUs provide treatment for less serious injuries, such as broken bones, sprains, cuts, grazes, burns and scalds. You do not need an appointment to be seen.

NHS 111/999

111 is the free NHS non-emergency number. You should only use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

If you are in a life threatening situation dial 999 immediately.

Visit our website for more information—www.albanysurgery.co.uk

THANK YOU TO ALL OUR PATIENTS FOR BEING UNDERSTANDING AND PATIENT AT THIS DIFFICULT TIME

WASH HANDS, COVER FACE, MAKE SPACE

