

October 2025



TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your October Update

Welcome to our October newsletter! This month, we're sharing important updates on our flu vaccination clinics, including how to book, as well as introducing new digital tools - like appointment confirmations and reminders via the MyCare app.

We're also shining a light on community support groups, local events, and wellbeing initiatives happening in and around Topsham - from new mums meetups and peer support for carers, to the return of the Garden of Light and other autumn activities.

What We Delivered Last Month

In September, our team worked hard behind the scenes to keep everything running smoothly - **here's a snapshot of what we handled:**



7,490 appointments. That's more than 340 appointments every working day.



Issued 25,995 medications. That's roughly two items every minute during opening hours.



Processed 657 online consultations. That's over 21 consultations a day, including weekends.

Patient Voices

A big thank you to everyone who completed the Friends & Family Test in September. 566 responses were submitted, and we're really pleased to share that **96.1%** of you rated your experience as **'Good'** or **'Very Good'**.

We've seen some fantastic feedback, including comments like:

"Got a same day appointment, got diagnosed accurately and prescribed meds that really helped."

"A quick response to my request for an appointment, both telephone and face to face. A thorough investigation of my problem and various suggestions to resolve the condition. Excellent first contact with my new surgery."

"Sam (Physio) was very good at explaining what was going to happen about my knee problem."

A Message From Your Practice Manager



Will Moyle, Practice Manager

It's been a busy start to autumn, with our Saturday flu clinics now complete we'd like to thank everyone for booking and supporting the practice by having your vaccinations with us. The clinics went extremely well and the feedback from patients (and the team) has been very positive.

Over the three Saturday morning clinics we gave over 2,000 flu jabs!

If you are yet to book your flu jab, please give our admin team a call to book in.

We've seen an increase in missed appointments, so a gentle reminder to please cancel in advance if you can't attend - every slot counts.

Finally, we'd love to hear from any local groups or organisations that might want to list their upcoming events in the newsletter. To feature in the newsletter, please email topshamadmin@nhs.net for the attention of myself.

Book Your Flu Vaccine

Our annual flu vaccination clinics have started and we strongly encourage all eligible patients to book in - there are still plenty of vaccinations available.

Text invites are already going out. If you haven't received one but think you're eligible, please call the practice on 01392 874646 to book your slot.

When you get your flu jab here at the practice you're supporting your local NHS service. We've already purchased enough vaccines for our eligible patients, and your appointment helps fund the care we provide all year round.



Our GP Timetable

Day of the week	Mon	Tue	Wed	Thu	Fri
Dr Andy Kay		All day		All day	AM
Dr Hannah Butterworth			All day		All day
Dr Charlie Playfair		All day	All day		All day
Dr Andy Wood	All day		All day	PM	
Dr Lindsey Pitchford	AM	AM			All day
Dr Monice Boyce	All day	All day	All day		
Dr John Brittain		All day		All day	All day
Dr Beth Phillips	All day			All day	AM
Dr Vicky Acklom	All day	All day		All day	

Missed Appointments

In September, we saw 109 missed appointments. That's 20 hours of clinical time wasted.

109

Appointments
missed

20

Hours of
clinical time

This is **46** more missed appointments than last month, and roughly equates to over **£700** in wasted appointment time.

If you can't make your appointment, please let us know as soon as possible so we can offer it to someone else.

You can either cancel by calling the surgery on 01392 874646 or through the [cancellation page on our website](#).

Movember

Movember is back this November. It's a global movement tackling the silent crisis in men's health. Every year, fathers, brothers, partners, and friends die too young from preventable causes like suicide, prostate cancer and testicular cancer.

Since 2003, Movember has funded over 1,250 health projects worldwide, reshaping how we support men's physical and mental health. Get involved, start the conversation, and grow a mo to show your support.

Visit movember.com to learn more, sign up, or donate.



MOVEMBER

How to Use the Doctor First Appointment System

At Topsham Surgery and Glasshouse Medical Centre, a number of our GPs use the Doctor First appointment system - a GP-led triage model used widely across the country. This system allows us to ensure patients are seen by the right clinician, at the right time, based on their needs.

When you request an appointment, we'll ask for a brief description of your medical concern. You'll then receive a text message with a secure link to complete a short pre-appointment questionnaire.

Please fill this in as soon as possible - it gives our GPs the information they need to review and prioritise patients fairly and safely. If you don't have access to the internet or a smart device, just let our team know when you call and they'll happily go through the questions with you over the phone - or you can pick up a paper copy in reception.

All information is kept confidential and is used only to help us direct you to the most appropriate care, whether that's a GP, Paramedic, Nurse Practitioner, or another member of the clinical team. All members of the team are trained in and are bound by confidentiality.

By completing the questionnaire promptly and with clear information, you help us, help you.

Patient Notice: Medical Students in the Practice

As a proud teaching practice, we regularly welcome medical students and junior doctors, all of whom are closely supervised by our experienced clinical team. You may occasionally be asked if a student can observe or see you first before discussing your case with a GP - this is an important part of their training, and we're very grateful for your support with this.

We're also delighted to share that Topsham Surgery and Glasshouse Medical Centre have once again been rated "Excellent" as training placements for trainee doctors - for the second year in a row.

Managing Hospital Appointments With MY CARE

To help reduce missed appointments and make things more convenient for patients, the Royal Devon hospital is now using the MyCare App to manage outpatient appointments.

New features launching this autumn mean patients will now receive digital appointment reminders, be able to confirm attendance online, and access pre-appointment tasks and information directly through MyCare.

This reduces the number of letters sent in the post, making the system more efficient, sustainable, and responsive to patient needs.



Please check your communication preferences to ensure you receive these messages via your preferred method. You can update them in the MyCare app under Appointments > Advanced Settings > Pre-Appointment Information.



Our Patient Participation Group

Our Patient Participation Group (PPG) plays an important role in helping us improve the care and experience we provide.

We're always inviting feedback, whether it's about communication, access, or your experience at the practice, and we bring that back to the group to explore what we can fix or change.

The PPG is open to all patients. If you'd like to help shape how the practice runs, we'd love you to get involved.

Register your interest [here](#) or email d-icb.topsham.patientgroup@nhs.net about getting involved.

SCAN ME



Our Community

Each month, we'll shine a light on local events, initiatives and activities in our community. **In November, you can look out for:**

The Third Monday of Every Month - Exeter Living With Secondary Breast Cancer Group

A relaxed and supportive group for anyone living with secondary breast cancer. Held on the third Monday of each month in Exeter from 11am-1pm, with hot drinks, conversation, and occasional guest speakers. Facilitated by an experienced counsellor, it's a chance to connect with others who understand. Free to attend and support with travel costs is available. Register at breastcancernow.org/Living-with-Exeter or call 0345 077 1893.

Monday 3rd November - New Mums Peer Support Group

Join other local mums for a relaxed, supportive morning at Westbank's Healthy Living Centre in Exminster. The New Mums Peer Support Group runs weekly from 9am-11am, offering space to chat, connect, and share the ups and downs of parenting. Suggested donation: £2 per session. To find out more or book, email communityservices@westbank.org.uk.

Wednesday 12th November - Carers Skills Workshop

Are you an unpaid carer supporting a loved one? Join this free online workshop from 10:30am-12:30pm to connect with others, explore the signs of stress and burnout, and learn practical tools for building resilience and managing wellbeing. Led by the Devon Carers Peer Support team. To join, email info@devoncarers.org.uk.

Wednesday 12th - Sunday 23rd November - Garden of Light at Darts Farm

A peaceful and moving tribute to loved ones, the Garden of Light transforms Darts Farm into a glowing display of white rose lights, each dedicated to someone special. Open daily from 4-8pm, this free event invites you to reflect, remember, and make a personal dedication in the garden. No booking needed.

Every 2nd and 4th Wednesday Evening - Knit & Natter Group

The Knit & Natter group meet at the Cornerstone Office in Heneaton Square, Countess Wear at 7:30pm on the 2nd and 4th Wednesday of each month.



Meet The Team



At Topsham Surgery, you might not always see a GP - and that's by design. We have a brilliant team of healthcare professionals who are trained to treat a wide range of conditions.

Here you can find a few of the team members, to help you understand who does what, and why you might be booked in with a nurse practitioner, paramedic, or another specialist.



Helen

ADVANCED NURSE PRACTITIONER

Helen works on the Duty Team and can assess, prescribe, and treat a wide range of conditions in adults and children - from infections and pain to rashes and menopause care.



Fe

PARAMEDIC

Fe is part of the Duty Team, supporting the on the day treatment and assessment for many acute conditions and presentations in both adults and children.



Catherine

CLINICAL PHARMACIST

Catherine is a prescribing pharmacist with over 20 years' experience in General Practice. She focuses on diabetes, heart and kidney disease, and hypertension. Catherine also supports lifestyle change and trains other healthcare professionals.



Jemma & Claire

PHARMACY TECHNICIAN & MEDICINES COORDINATOR

With 40 years of combined experience, Jemma and Claire support medication queries, supply issues, hospital follow-ups, and monitoring. They're your go-to for anything medication-related.



Sam & Mike

FIRST CONTACT PHYSIOTHERAPISTS

Sam and Mike are your MSK experts. They can assess joint, muscle, tendon, and spinal issues, offer treatment plans, and refer for scans or further care. Book directly with them - no GP referral needed.

Thank You for Being A Part of Our Community

Thank you for taking the time to read our October newsletter. We hope you found it helpful and informative.

Don't forget to follow us on Facebook too - it's a great way to stay up to date with practice news and health advice: <https://www.facebook.com/topshamandglasshousesurgery>

We'll be back with more updates in next month's edition - see you then!



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www.topshamsurgery.nhs.uk