

MAY 2025

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# TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





# Welcome to Your May Update

Welcome to the first edition of our new monthly newsletter! In this issue, we're sharing results from our recent patient survey, introducing new ways to learn about our care team, and celebrating the reopening of the Glasshouse front entrance. You'll also find local events, hay fever advice, and a reminder about the benefits of using the NHS App.

## A Message From Your Practice Manager



### Will Moyle, Practice Manager

Hello, I'm Will, the Practice Manager at the surgery.

I'm pleased to introduce the first edition of the new and improved Topsham Surgery & Glasshouse Medical Centre patient newsletter!

The newsletter has come about following feedback from our Patient Participation Group (PPG) with the aim to reach the wider community with updates about the practice, our services and health campaigns throughout the year.

We hope that this is a useful resource and 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](mailto:topshamadmin@nhs.net) for the attention of myself.

### Patient Voices

Thank you to everyone who completed our recent patient survey - **over 1,300 people** took part this time. Your feedback really helps us improve.

We're pleased to see that many of our scores have gone up since last year. **For example:**

- 93% of patients said the healthcare professional at their appointment was good at listening to them - that's better than the national average.
- 95% felt their needs were met at their last appointment.
- 92% found our reception and admin team helpful - up from 80% last year.

### We've also made it easier to get in touch:

- 59% said getting through on the phone was easy - up from 41% last year.
- 61% found it easy to contact us through NHS App and website.

We're still working on improving, especially around digital access and making things clearer for patients who aren't online.

## You Said, We Did

**You said:** "Waiting rooms feel very busy with lots of information on display."

**We did:** We're in the process of reviewing and reorganising the notice boards in the waiting rooms.

**You said:** "Not everyone is online - we need a way for everyone to know what is happening at the practice."

**We did:** We're now offering this newsletter in both digital and printed formats, so everyone can stay up to date.

Want to get more involved? Join our Patient Participation Group (PPG) to share your ideas and shape how we do things.

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



SCAN ME



Scan to register your interest in our PPG

## Missed Appointments

In April, we saw 114 missed appointments. That's over 16 hours of clinical time wasted.

114

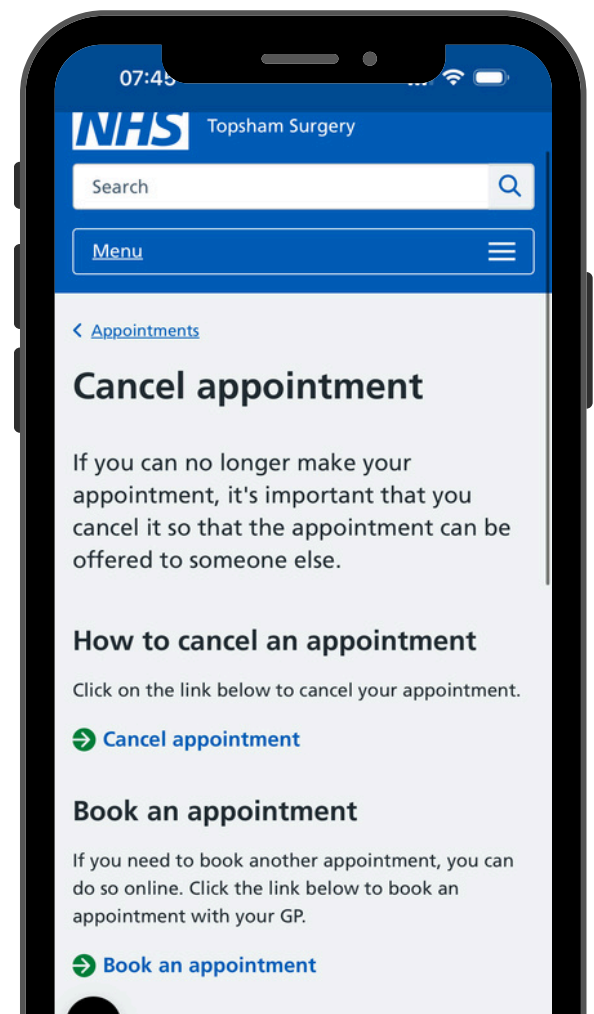
Appointments  
missed

16+

Hours of  
clinical 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](#).





# Glasshouse Entrance Now Open

Following the completion of our new canopy, we're pleased to share that the front entrance at Glasshouse Medical Centre was reopened earlier this month.

Thank you to all our patients for your patience and understanding while the works were carried out - we hope the improvements make your visit that little bit easier.



## Our Community

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

### **Monday June 2<sup>nd</sup> 2:00pm - Fit for Life Seated Exercise Class**

Join this gentle seated exercise session designed to help you stay active and build strength at your own pace. This class at Nancy Potter House is perfect for all abilities - just wear comfy clothes.

### **Thursday June 5<sup>th</sup> 10:00am - Free Baby Weaning**

This workshop for parents and carers of babies aged 3-9 months who are starting or have recently started weaning. Led by a qualified nutritionist at Community Cookery School, Westbank, this session will teach you NHS-based advice and practical tips.

### **Friday June 13<sup>th</sup> 10:30am - Cook and Lunch**

Join this friendly group session at Westbank's Community Cookery School to prepare a tasty lunch. Then, you can sit down and enjoy it together. All ingredients are provided and you're welcome to take home any extra food!

### **Friday June 20<sup>th</sup> 11:15am - Estuary Men's Group**

Join this new and welcoming space for men to chat, share stories, and support each other's wellbeing. This group is hosted at Nancy Potter House and is free to attend.

### **Sunday 29<sup>th</sup> June 08:00am - The Nello Bike Ride**

Take on a 60 or 100-mile road cycling challenge and help raise funds for FORCE Cancer charity. Now in its 25<sup>th</sup> year, this ride is a great day out and a brilliant way to support people affected by cancer across our community. Sign up [here](#).

## Hay Fever Relief

Hay fever is a common allergy that causes sneezing, coughing, and itchy eyes. Symptoms often get worse from March to September when the pollen count is high.

While there's no cure, you can manage symptoms at home. **Here are some simple tips:**



### Do:

- Put Vaseline around your nostrils to trap pollen
- Wear sunglasses and a hat outdoors
- Shower and change after being outside
- Keep windows closed
- Use HEPA filters if you can



### Don't:

- Cut grass or walk on it
- Keep fresh flowers indoors
- Let pets bring pollen inside
- Smoke or be around smoke
- Dry clothes outside

If needed, a pharmacist can help with hay fever. They can give you advice and suggest the best treatments to help with symptoms, such as antihistamines.

Find out more at [nhs.uk/conditions/hayfever](https://nhs.uk/conditions/hayfever)





## 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.

Over the next few months, we'll be spotlighting members of our team 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

Hi I'm Helen and I am an Advanced Nurse Practitioner based at Topsham Surgery. I work as part of the Duty Team alongside a GP and our Practice Paramedic.

I've been with the practice since January 2024. Prior to joining the team at Topsham, I worked at Exmouth Minor Injuries Unit for 34 years, during that time I also taught at Plymouth University and worked with the Ambulance Service.

As a Advanced Nurse Practitioner, I can prescribe, provide treatment and give advice to children and adults for many conditions, including: acute chest infections, acute pain, conjunctivitis, eye infections, allergies, diarrhoea, constipation, menopause and HRT, rashes, shingles, and more.

## Digital Corner

The NHS App is a simple, secure way to manage your healthcare from your phone, tablet or computer - anytime, anywhere.

With the NHS App, you can:

- Order repeat prescriptions and choose your pharmacy
- Manage your appointments
- View your health record and test results
- Manage your vaccinations and organ donation preferences

To get started, download the NHS App from the App Store or Google Play store. You can also access the same services in a web browser by logging in through the NHS website.

You'll need to prove your identity to unlock all features, and you must be aged 13+ and registered with a GP in England.

Learn more: [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)





## Thank You for Being A Part of Our Community

Thank you for taking the time to read our May 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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