



Topsham Surgery & Glasshouse Medical Centre

Patient Participation Group

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Patient Participation Group

Meeting Minutes

Meeting held 19th January 2026, 16:30 at Topsham Surgery

No.	Agenda Item	Minutes
1	Welcome and introductions	<p>Present: Mike (Chair), Peter, Patricia, Carole, Liz, Suzanne, Gary, Linda, Will, Lyndsey (Minutes). Apologies: Julia, Cally</p> <ul style="list-style-type: none"> - Welcome Linda and introductions from the group. Apologies noted. - AOB to be added to the agenda <p>Minutes and actions from previous meeting:</p> <ul style="list-style-type: none"> - Newsletter: Active promotion of the newsletter and PPG membership will be paused. The group feels enough has been done, and the PPG has enough members to function effectively. The newsletter will continue to include a note about the PPG. - DNA costs: Included regularly in the newsletter and social media - InFocus feedback: Outstanding, WM to complete before next meeting. - Community Connector role: Unable to contact Emma, ? if role exists still, agreed to remove from the agenda. - Practice statistics: On agenda - Information on triage questionnaire and options: Included in newsletter. - Minutes agreed.
2	Chair update	<p>Chair update Mike recapped on the Chair update shared via email prior to the meeting.</p> <p>Chair Continuation Mike raised that his term as Chair will be due to come to an end from April 2026 and proposed electing a new Chair. No desire within the group and therefore Mike elected unopposed for second term.</p> <p>Community Voices: The PPG along with others in the county have been invited to participate in a forum hosted by the RDUH (RD&E). First meeting is virtual via Teams. Mike opened the option of attendance to other members and agreed to attend on behalf of the PPG. Mike to attend and report back to group. Action Mike.</p> <p>Local health services leaflet: Positive feedback overall on the produced local health services leaflet that was handed out throughout the flu clinics and available in the waiting rooms.</p> <p>Feedback that future editions, it would be useful to include information about the Minor Injury Units locally (Exmouth) as well as the Walk-In Centre on Sidwell street. Agreed we will review this the next time the leaflet is updated / when more are ordered.</p> <p>Virtual meetings: Hybrid meetings were considered difficult to chair and run effectively, as remote participants can feel sidelined and the flow of conversation is disrupted. The option will be kept in reserve for future</p>

		<p>need (e.g., for members with disabilities or commitments that would make them otherwise unable to be apart of the PPG).</p> <p>Practice / Practice Manager report: Format agreed for report at each meeting to cover the following –</p> <ul style="list-style-type: none"> o List size and percentage movement o WTE GP and percentage movement o Appointments offered per registered patient o DNA rates o Incoming Calls o Average Call Waits o Call Back Requests o Family and Friends response rate and Positive v Negative v Neutral percentage split o Number of complaints and compliments o Size of Newsletter mailing list by month o Facebook followers o Team Changes, even if the answer is none <p>All as compared to last year (except Team Changes), plus Ad Hoc e.g.</p> <ul style="list-style-type: none"> o Inspection reports o Survey Results o New or changes to services o New bits of kit o Anything else you think we should be aware of e.g. the development funding/progress
3	Practice update	<p>Will presented his Practice Manager’s report to the group which covered:</p> <p>Patient List - The patient list remains stable at just under 11,900. Appointment numbers increased by 8% year-on-year and GP whole-time equivalent (WTE) levels have risen slightly.</p> <p>Building Work - Building work at the Topsham site will complete shortly, with rooms in use from early February. Renovations at the Glasshouse site will take place in February. The group were invited to have a arms-length look around the current works at Topsham.</p> <p>Team Changes - A new salaried GP (Dr Maxwell) will start in March, who is currently with the practice completing the final stages of her GP training. Nurse Georgia will leave in mid-February, with a replacement pending HR completion.</p> <p>Patient Access - Telephone waiting times have improved significantly. Automated messages will be reviewed and updated. Action Lyndsey. - Online clinical requests (raised by Liz) are capped daily for safety once triage capacity is reached, but routine requests are open 24/7 365 and can be accessed under the routine care section of the online consultation page. - Discussion around the appointment system and continuity of care. The system is strict on continuity of care and patients are aligned to GPs to enable this, online booking is also restricted to the named GP to prevent patient drift; though the practice recognises the limitations this may have the overall</p>

benefit is significant. Duty Doctors will see any GPs patient, but for a chronic or ongoing condition will refer the patient back to their usual GP for ongoing care and continuity.

Patient Feedback & Annual Survey

- Feedback remains very positive: 97% positive Friends and Family Test rating. Complaints reduced and compliments increased.
- The annual survey will be sent via SMS and email with an incentive prize draw.

DNA Appointments

- DNA rates have risen to around 2%. The practice continues to review persistent non-attendance on an individual basis rather than using a strict removal policy. Further investment to reduce DNAs is not currently considered cost-effective (for example phoning to follow up or proactively contacting patients outside of text reminders).

	Period	Current	1yr ago	% change
List size	Dec-25	11890	11881	0.1%
WTE GPs	Jan-26	5.83	5.50	6.1%
Number of appts offered	Dec-25	7196	6662	8.0%
Appointment per patient	Dec-25	0.61	0.56	7.9%
DNAs	Dec-25	147	124	18.5%
Incoming calls	Dec-25	6314	6015	5.0%
Average call waiting time	Dec-25	00:02:11	00:03:01	-27.6%
Call-back requests	Dec-25	358	408	-12.3%

Friends and Family Test	Period	Current	%	1yr ago	%	% change
Positive	Dec-25	508	97%	462	95%	2%
Neutral	Dec-25	5	1%	14	3%	-2%
Negative	Dec-25	10	2%	10	2%	0%

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Members update

PPG Logo

- Logo agreed by members providing that the roof is changed (currently more in keeping with Pharmacy services as universal green symbol).
- Agreed that the tagline “Working together for better health” can be used interchangeably as needed.
- Purpose for minutes, newsletter and website section on the PPG to give the group a visual identity through the logo.

Newsletter Segment

- The March newsletter will include an article explaining the role of reception and administrative staff. Peter will interview administration staff and write article. **Action Peter.**

5

AOB

Role of Receptionist

- The group discussed the role of admin staff in triage and agreed wording could be more patient friendly when ascertaining reasons to see a clinician, particularly when at the front desk where others may overhear the conversation.
- Systems like privacy cards and paper pre-triage questionnaires are in place to support this process.
- Agreed that Peter’s article in the newsletter will help raise awareness of the role and importance of working with the admin staff to ensure they get the appropriate care / appointment.

WhatsApp

		<ul style="list-style-type: none"> - Will proposed creating a one-way WhatsApp channel that people can sign up to, some practices are using this successfully to share information about the practice and wider NHS, without it becoming a “group chat” with hundreds of notifications. Agreed this could be useful. Action WM. <p>“Ask For Angela”</p> <ul style="list-style-type: none"> - The group also discussed implementing the “Ask for Angela” safeguarding scheme. - While the practice has domestic violence support information available throughout the surgery and in the public toilets, it doesn’t use this specific scheme as this is aimed more towards the Hospitality industry. The practice has strong links with the Domestic Violence service for professional referrals and patient support. - The practice agreed to raise awareness of Ask for Angela with the administrative team. Action Lyndsey.
	Date of next meeting:	27th April 16:30 – Glasshouse Lane Surgery