

JUNE 2025

TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your June Update

Welcome to the second edition of monthly newsletter!

This month, we're sharing the latest Friends & Family Test results, introducing new services like Sleepstation, and keeping you informed about upcoming changes - including early info on Mounjaro prescriptions, the launch of Talk to Us Month in July, and a spotlight on our wider care team.

We're also highlighting local events, community groups, and helpful digital tools - including our phone callback feature.

We hope this newsletter continues to be useful and informative. As always, we welcome your feedback - and if you're part of a local group with something to share, do get in touch!



Patient Voices

A big thank you to everyone who completed the Friends & Family Test in May. 638 responses were submitted, and we're really pleased to share that **95.8%** of you rated your experience as 'Good' or 'Very Good'.

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

"Comprehensive response involving several staff at short notice. Excellent and reassuring at a difficult moment."

"The doctor who called me was very understanding and helpful. She listened to my illnesses patiently and helped me in the clearest way. Thank you."

"Lovely nurse, explained everything, easy to book and quick."

Please keep sharing your thoughts, every response helps us to do better.

A Message From Your Practice Manager



Will Moyle, Practice Manager

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

I'm really pleased to welcome you to the second edition of our new monthly newsletter - and even more pleased to share that **1,511 people** have now signed up to receive it by email!

It's great to see the positive response so far, and we're working hard to make sure each edition is as useful, clear, and informative as possible.

As always, we welcome input from our community. If you're part of a local group or organisation and have an event or update you'd like us to include, just get in touch at topshamadmin@nhs.net.

Thanks for reading - we hope you enjoy this month's update!

Diabetes Review Update

If you're attending a diabetic review with one of our nurses, please remember to bring a urine sample with you and hand it to the nurse during your appointment.

A pot can be collected from either of our Reception desks, just let them know it's for your diabetes review to ensure you are given the correct pot.

This helps us check for protein in your urine, which is an important part of monitoring your kidney function alongside your other diabetes checks.

Thank you for helping us deliver the best possible care.

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



Scan to register your interest in our PPG

Missed Appointments

In April, we saw 94 missed appointments. That's over 16 hours of clinical time wasted.

94

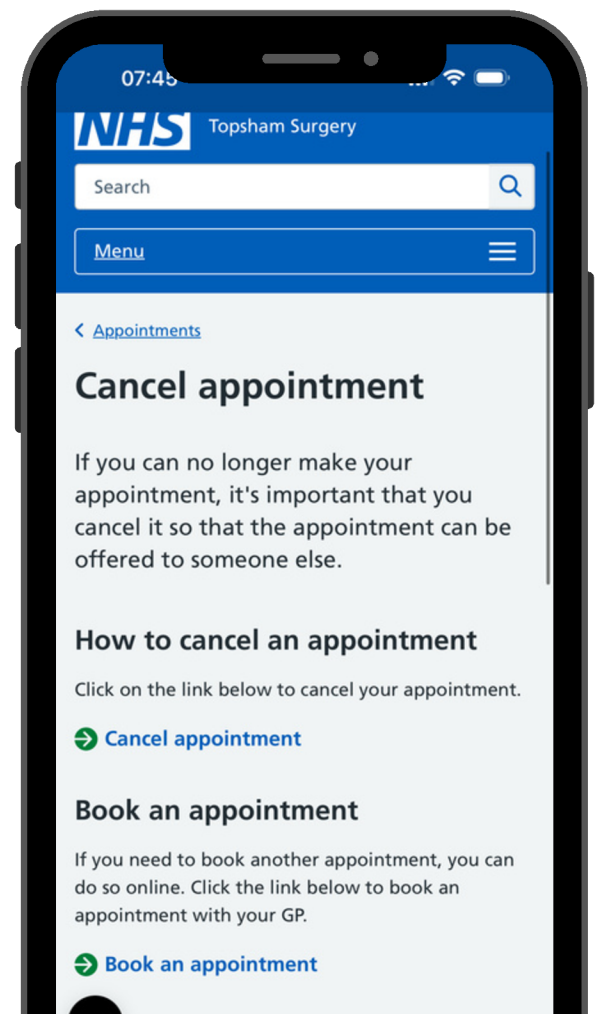
Appointments
missed

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](#).





Talk To Us Month

While this is our June newsletter, we wanted to let you know that Talk to Us Month is coming up in July, as part of Samaritans Awareness Day (24 July).

Samaritans will be raising awareness throughout the month to remind everyone that help is always available - 24 hours a day, 7 days a week. Whatever you're going through, you can call 116 123 free from any phone to speak to someone who will listen without judgment.

You can also access local mental health support through:

NHS 111 Mental Health Helpline

TalkWorks: talkworks.dpt.nhs.uk

The Moorings: mhm.org.uk/the-moorings-devon

If you or someone you know needs support now, these services are always here to help.

No matter...



What time it is



What you're going through



Where you are in the UK or Ireland

A Samaritan will face it with you

SAMARITANS

A registered charity

Sleepstation

We're pleased to share that Sleepstation is now **free** for our patients!

Sleepstation is an NHS-backed online programme that helps you improve your sleep in as little as 10 minutes a day - no medication needed. It's based on proven scientific methods and guided by a team of sleep coaches and mental health professionals.



Whether you've had trouble sleeping for weeks or years, Sleepstation can help you understand the cause and give you personalised, step-by-step support to get back to restful nights.

- Available 24/7, from the comfort of your own home
- Backed by science and decades of sleep research
- Trusted by thousands across the UK



Find out more and get started at www.sleepstation.org.uk



Mounjaro - What You Need to Know

You may have seen recent news about Mounjaro (Tirzepatide), a new injection treatment approved by NICE for managing obesity and type 2 diabetes. Here's what's important to know right now:

- Available on the NHS from 23 June 2025 for eligible patients only
- Eligibility is strict (set by NHS England); fewer than 50 patients at our practice are expected to qualify
- NHS Devon has not yet launched the service for obesity, so we can't prescribe it for that just yet
- To qualify as part of the first cohort for obesity, you must have a BMI of 40+ or 37.5+ if you're from South Asian, Chinese, other Asian, Middle Eastern, Black African, or African-Caribbean ethnic backgrounds. You must also have at least 4 of the following comorbidities:
 - Hypertension and on treatment for blood pressure
 - Dyslipidaemia (high cholesterol) or on cholesterol treatment (statins)
 - Obstructive Sleep Apnoea
 - Cardiovascular disease
 - Type 2 diabetes
- To qualify for Type 2 Diabetes, you must have already tried three medications, or not have been able to take the medications due to side effects or other medical conditions.
 - If you think you're suitable for Mounjaro to treat your Type 2 Diabetes, please contact the surgery to book an appointment with **Catherine** - our Diabetes specialist.

Find out more at <https://topshamsurgery.nhs.uk/surgery-information/news/mounjaro-injections>

Our Community

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

Devon Carers - Support for Unpaid Carers

If you look after someone who couldn't manage without your support, you're a carer - and Devon Carers is here to support you. Whether you're new to caring or have been doing it for years, they offer free resources, advice, and personalised support to help make life a little easier: <https://devoncarers.org.uk>

Thursday July 3rd - Saturday 5th - Exeter Craft Festival

This lively craft festival takes place on Exeter's Cathedral Green and features over 100 stalls showcasing the work of the West Country's finest artists and makers. Run by volunteers, the event will feature ceramics, textiles, jewellery and more - plus free entertainment for all ages throughout the day.

Monday July 7th 9:30am - Wellbeing Cafe

Held every Monday from 9:30am - 1pm at Magdalene House, it's open to anyone looking for connection, calm, or simply a peaceful start to the week.

Tuesday July 15th 6pm - Silent Book Club

A quiet social for book lovers! Silent Book Club at The Hour Glass Inn is perfect for anyone who enjoys reading with company, without the pressure of discussion. Bring your own book, settle in from 6pm, enjoy an hour of silent reading, then stick around for a relaxed chat and a drink if you fancy. Open to all.





Meet The Team

At Topsham Surgery, you may not always see a GP, and that's intentional. We have a highly skilled team of healthcare professionals who are trained to manage a wide range of health concerns.

Over the coming months, we'll be spotlighting different members of our team to help explain their roles, and why you might be booked in with a nurse practitioner, paramedic, or another specialist instead of a GP.



Catherine, Clinical Pharmacist

Hello, I'm Catherine, and I'm a clinical pharmacist and prescriber at Topsham surgery. I work alongside the GPs and nursing team. I joined Topsham in November 2023, but I've worked in primary care across East Devon for 20+ years.

My main areas of practice are diabetes, heart disease, kidney disease and hypertension (high blood pressure). I'm also very passionate about implementing lifestyle changes to complement medicines management of conditions.

I've worked on many different diabetes projects within the Southwest, and I'm also involved in education and upskilling other healthcare professionals, so I will often have another pharmacist or medical trainee with me in my clinics.

Digital Corner

In May 2025, we answered **4,997 calls**, with an average waiting time of just **2 minutes and 24 seconds**.



4997 calls answered



2 mins 24 avg wait time

We often have up to **seven team members** answering phones during busy times, so even if you're 20th in the queue, things move quickly behind the scenes.

To make things easier, our system offers a callback option if the queue gets long or the wait time goes over 5 minutes.

How it works:

- Press 1 when asked if you'd like a callback
- You'll keep your place in the queue
- We'll call you back automatically
- If we miss you, we'll try again a second time

This is a great way to avoid waiting on hold - and still get through to the team as quickly as possible!



Thank You for Being A Part of Our Community

Thank you for taking the time to read our June 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