

January 2025

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# TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





## A Message From Your Practice Manager



### Will Moyle, Practice Manager

Happy New Year to all our patients, friends, and community members! I hope you had a restful festive break and are feeling refreshed as we head into 2026. On behalf of the team at Topsham and Glasshouse Lane surgeries, thank you for your continued support and patience over the past year - it really is appreciated.

As we step into January, there's plenty going on. We're excited to begin work on improving our surgery buildings. Building work begins in early January at Topsham and will move to Glasshouse throughout February. We're working closely with the contractors to keep noise and disruption to a minimum, but there may be some changes to access, parking, and noise levels during this period. Thank you for bearing with us during these important upgrades.

Finally, a reminder that our newsletters will now go out at the beginning of each month (rather than at the end). As always, if you'd like to contribute news or community updates to a future issue, please contact us at [topshamadmin@nhs.net](mailto:topshamadmin@nhs.net).

## HPV Catch Up

There is a national HPV catch-up vaccination campaign for 2025–26 to help protect young people against HPV-related cancers. This includes all females born on or before 1 September 2009 (up to their 25th birthday), and males born between 1 September 2006 and 31 August 2009 (inclusive).

Clinics will be offered throughout January for anyone who missed their HPV vaccination at school or did not complete the course. If you think you or your child may be eligible, please get in touch with the practice to find out more or to book an appointment.



# What We Delivered in 2025

In 2025, our team worked hard behind the scenes to keep everything running smoothly - here's a snapshot of what we handled:



**91,659**  
Appointments



**54,547**  
Letters  
processed



**304,475**  
Medications  
issued



**7,701**  
Online  
consultations



**62,522**  
Phone calls  
answered



**8140**  
Responses on our  
friends and family  
test, with 95.9%  
finding our service  
good or very good



# Long COVID, ME/CFS & Fibromyalgia Recovery Group - New Session 9th January

Do you or someone you know live with Long COVID, ME/CFS or fibromyalgia?

Join a free monthly support group at Nancy Potter House in Topsham, held on the first Friday of every month (except for January when it will be on the 9th) at 11:30am.

Led by retired NHS occupational therapist Clare Berrington, the group offers small-group sessions designed to help participants understand why they may be getting symptoms, and explore a range of clinically proven strategies to aid reduction in symptoms and recovery.

"I am a retired NHS occupational therapist with professional and lived experience of helping people with ME/CFS (chronic fatigue syndrome), long Covid and fibromyalgia. Having helped my son, a few patients, friends and colleagues to recover, I am keen to share this information more widely."

## Staff Update - Farewell to Nurse Georgia

We'll be saying a fond farewell to Nurse Georgia in February as she moves on to a new chapter. Georgia has been a valued member of the nursing team, and her warmth, professionalism, and care will be greatly missed by colleagues and patients alike. We wish her all the very best for the future!

## Missed Appointments

In 2025, we saw 1284 missed appointments. That's over 250 hours of clinical time wasted.

1284

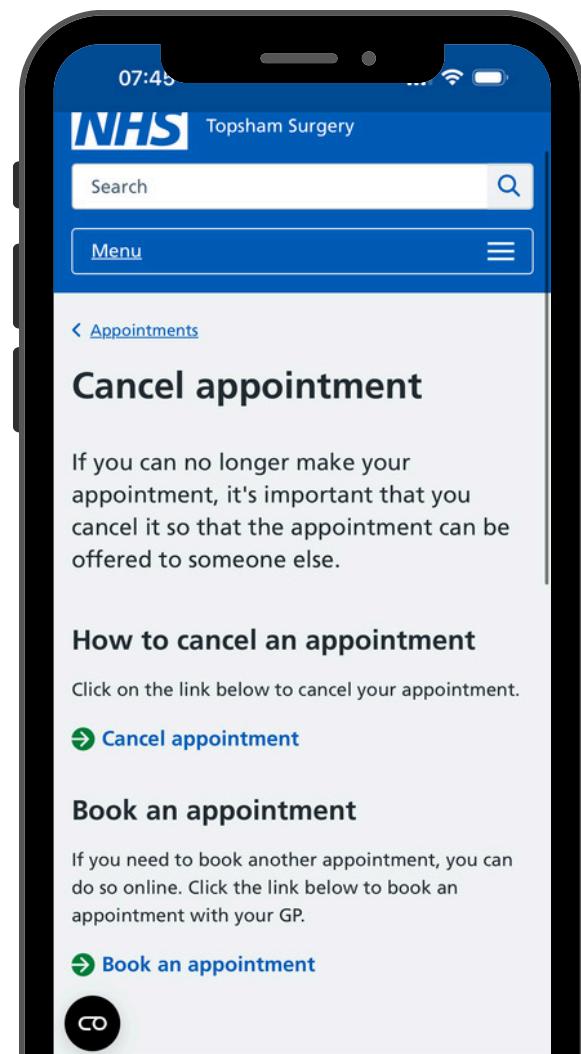
250

Appointments missed

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](#).

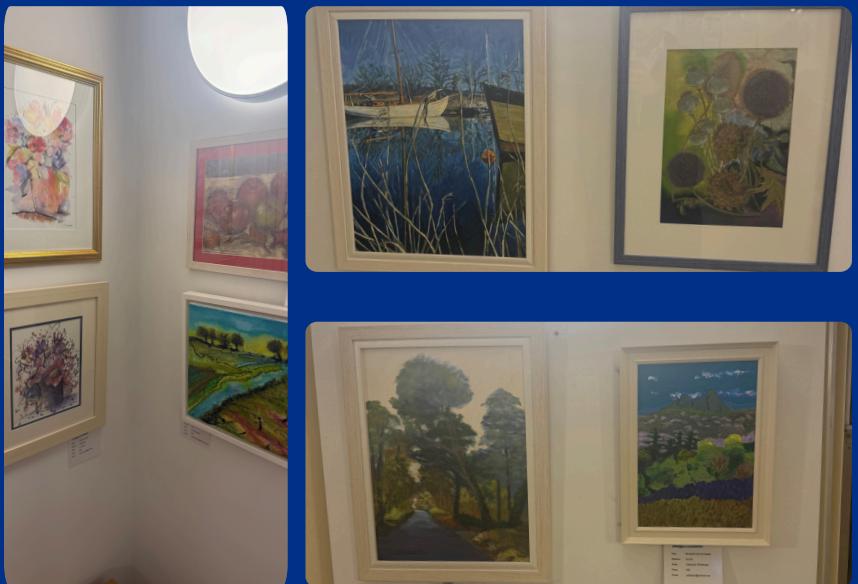




# Thank You to Topsham Art Group

We'd like to extend a heartfelt thank you to Topsham Art Group, who - following a suggestion from our Patient Participation Group - have kindly curated a beautiful display of artwork for the Topsham waiting room.

The pieces have already brought colour and calm to the space, and we're so grateful for their contribution.



## Building Works Notice

We're currently carrying out improvement works to our practice buildings, with work taking place at the Topsham site throughout January and at Glasshouse Lane during February. There may be some disruption during this time, including noise and limited parking. We're working closely with the builders to keep this to a minimum and truly appreciate your patience and understanding while we carry out these upgrades.

## Our Community

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

### **Friday 16th January - The Topsham Wassail 2025**

Join the annual Topsham Wassail on the Goat Walk Land at 6pm, followed by celebrations at the Bridge Inn. The event is free to attend, but cash donations are welcome to help cover costs.

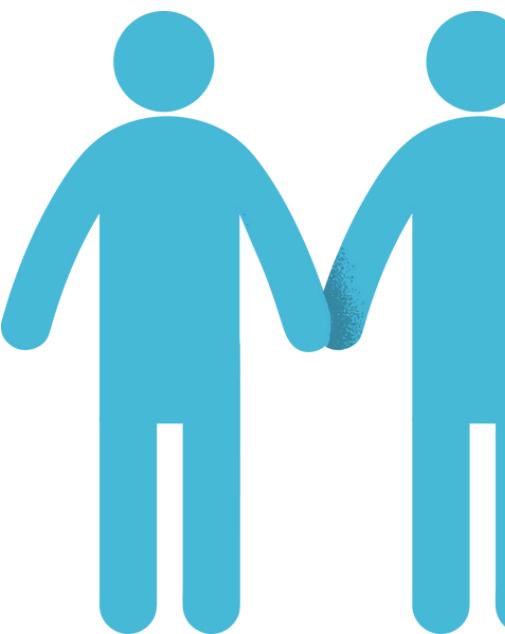


### **Friday 30th January - Topsham St James Cricket Club Quiz**

Put your knowledge to the test at the Topsham St James Cricket Club Quiz Night. Teams of up to six can enter for £20 per team, with prizes for 1st, 2nd and 3rd place, plus a prize for the best team name. There will also be a raffle and a bar on the night. To book or find out more call 07816 665503.

### **Friday 6th February - Topsham Film Society: Mr Burton**

Join the Topsham Film Society at Matthews Hall for a special screening of Mr Burton. Matinee Screening: 3:00pm (with subtitles) - £3 on the door. Evening Screening: 7:30pm, bar opens at 6:45pm - £4 on the door. More info: [www.topshamfilmsociety.co.uk](http://www.topshamfilmsociety.co.uk)



### **Saturday 7th February - Topsham Repair Cafe**

Visit the Topsham Repair Café at the Dorothy Holman Centre (Ferry Road, by the rec) from 10am to 1pm. Friendly volunteers will be on hand to help repair clothes, small electricals, toys, furniture and more - as long as you can carry it! Bring any chargers, batteries or parts your item might need. Enjoy a cuppa and cake while you wait, or just drop by for a warm chat. Free entry; donations welcome to help cover hall hire and materials. One item per household please.



## Thank You for Being A Part of Our Community

Thank you for taking the time to read our January 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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