

May/June 2026

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# TOPSHAM SURGERY & GLASSHOUSE MEDICAL CENTRE NEWSLETTER

Keeping You Informed, Connected & Cared For.





# Welcome to Your May/June Update

As we move into the warmer months, we'd like to thank everyone who has supported the practice through a busy spring.

This edition brings you a round-up of what the team delivered in February and March, the headline results from our 2026 Patient Survey, and a recap of the wider clinical team who help look after you alongside your GP.

You will also find the second part of our Medical Administrator article, written by Peter from our Patient Participation Group, news on team welcomes, and details of local events happening throughout May and June.

Thank you, as always, for your continued support.

## What We Delivered in February & March

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



**14,956 appointments.** That's more than 356 appointments every working day.



**Issued 50,540 medications.** That's more than 2 items every minute during opening hours.



**Sent 814 referrals.** That's roughly 19 referrals every working day.

## Patient Voices

A big thank you to everyone who completed the Friends & Family Test in February and March. 1147 responses were submitted, and we're really pleased to share that over 94% of you rated your experience as 'Good' or 'Very Good'.

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

"The paramedic Felicity is so good and caring made me feel assured she is such an asset to the surgery."

"I had a learner dr on her own, she was very pleasant and her examinations and questions were very good and appropriate to my problem. Then the dr came in and checked her prognosis."

"Saw my named GP. Continuity of care important to me."



## A Message From Your Practice Manager



### Will Moyle, Management Partner

Thank you to everyone who took part in our annual Patient Survey earlier this year. Over 1,500 of you responded, and the results show meaningful improvements across the areas we set out to address. Phone access, ease of booking, time waiting for an appointment, and overall experience have all moved in the right direction.

We are grateful to patients for telling us what was working and what was not, because that feedback shaped the changes we have made.

Looking ahead, we are entering one of the busier periods of the year for the practice. Hay fever season is well underway, and we tend to see a rise in requests for travel advice, minor injuries and skin concerns as people spend more time outdoors. A reminder that your local pharmacy can help with a lot of these directly through Pharmacy First, often the same day, without needing a GP appointment and the local Minor Injury Unit at Exmouth Hospital for minor injuries, cuts, bites and sprains.

As always, 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.

## 2026 Patient Survey






Our annual in-house Patient Survey closed in April. 1,688 patients responded, and the results show real improvement across nearly every measure compared with 2024 and 2025. The survey found that phone access has improved significantly **since 2024**, our single biggest gain, our admin team were rated as helpful by **95%** of patients, and trust in clinicians now sits at **98%**, with **95%** saying their clinician was good at listening.

Thank you to everyone who took the time to respond. Your feedback directly shapes how we plan and run the practice. The results can be seen on **pages 4 and 5**.

# Patient Survey Results Overview

## GP Services

RESULTS (% OF PATIENTS)			TREND (PERCENTAGE-POINT CHANGE)		
2024	2025	2026	24→25	25→26	24→26

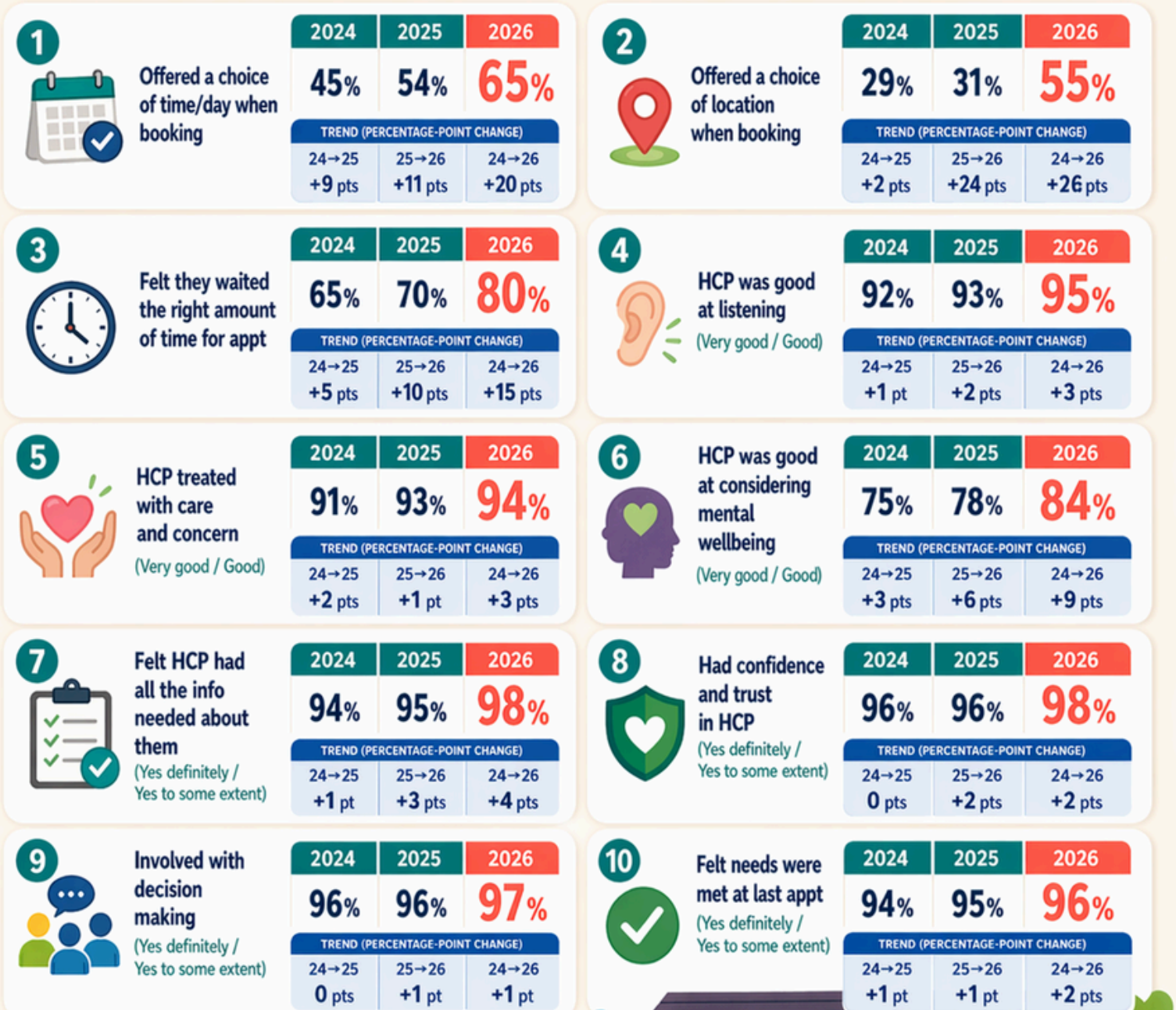
 <p><b>1</b> Getting through on the phone (Very easy / Easy)</p>	41%	59%	<b>69%</b>	+18 pts	+10 pts	+28 pts
 <p><b>2</b> Contacting via website (Very easy / Easy)</p>	56%	63%	<b>70%</b>	+7 pts	+7 pts	+14 pts
 <p><b>3</b> Contact via NHS App (Very easy / Easy)</p>	50%	58%	<b>67%</b>	+8 pts	+9 pts	+17 pts
 <p><b>4</b> Reception helpful (Very helpful / Helpful)</p>	88%	92%	<b>95%</b>	+4 pts	+3 pts	+7 pts
 <p><b>5</b> Speak to preferred HCP (Always / A lot of the time)</p>	39%	54%	<b>65%</b>	+15 pts	+11 pts	+26 pts

## Your last contact

 <p><b>1</b> Knew next steps after contacting practice (Yes)</p>	92%	94%	<b>95%</b>	+2 pts	+1 pt	+3 pts
 <p><b>2</b> Knew next steps within 2 days of contacting (Yes)</p>	92%	92%	<b>95%</b>	0 pts	+3 pts	+3 pts
 <p><b>3</b> Describe experience of contacting as (Very good / Fairly good)</p>	69%	78%	<b>84%</b>	+9 pts	+6 pts	+15 pts

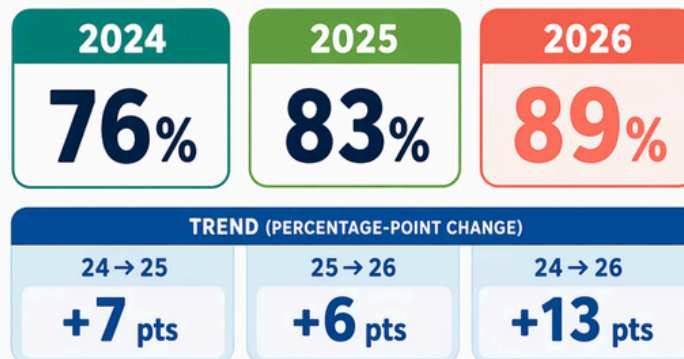
# Patient Survey Results Overview

## Your last appointment



## Overall experience as good

(Very good / Good)





## Medical Administrators

Beth

Medical Administrator / GP Assistant

I clearly remember my first experience of Topsham Surgery on arrival in Topsham five years ago. After a short wait on the phone, I was greeted with the message that I was number eight in the queue and that I would be attended to as soon as possible. An hour and forty minutes later, my call was answered! What a change to now. My personal experience is that (having waded through the waffle about Accurx scribe etc.) I rarely wait longer than a minute, and the record on the big screen at the 'hub' in Topsham Surgery, staffed by up to eight people, and which is dealing with all calls for both Topsham and Countess Wear, shows that the vast majority of calls are answered in well under five minutes. One of the immediate benefits from this brilliant improvement in efficiency, is that the morning 8:30 queue at Topsham front door is almost a thing of the past. The Medical Administrator (MA) who appears at the front desk at any time of the day leaves her desk in the hub to attend to us.

Once the morning rush of phone calls is over, the MAs gradually leave their posts in the hub to attend to other duties. Of the eleven MAs employed by the practice nearly half of them are employed in a dual role; some are phlebotomists and some are GP assistants, (GPA), a role I shall come back to. It seems there is little time to relax for the MA, as overnight a large number of test results; bloods, X-rays, various scans, as well as letters from the hospitals have arrived electronically. All these have to be allocated to each patient record by the MA. Then when these have been seen by the individual doctors, some patients may need to be contacted with results or requests for follow up.

Then the emails need going through and triaging. Although it is inappropriate, some patients still email to ask for clinical advice. These have to be replied to, asking the patient to phone, use e-consult or contact a pharmacy. A whole bunch of other emails need to be allocated to the appropriate member of staff often ranging from 75-100 per day, in addition to 50+ prescription email requests in the dedicated prescription mailbox. And still, in 2026 there are Exeter hospital departments, as well as other hospitals and other health agencies that write paper letters. So these all have to be scanned and allocated to patient records. At some stage the e-consult requests also have to be triaged and allocated to the appropriate doctor.

For those in the dual role of MA and GPA, the day is never too long. As the name implies, this seems to be a pretty open-ended commitment to help the busy GP with some of their paperwork and general administration tasks that accrues during the day. Anything from helping to complete insurance forms, to accessing services and processing referrals.

**By Peter, PPG Member**

# 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	
Dr Iona Maxwell			All day		All day

## Missed Appointments

In February and March, we saw 205 missed appointments including for vaccination appointments. That's around 20 hours of clinical time wasted.

212

Appointments  
missed

20

Hours of  
clinical time

These missed appointments roughly equate to over **£845** in wasted 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](#).

# 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.

## New Team Members

We are pleased to welcome two new faces to the team this spring. You may notice some new faces around Topsham and Glasshouse over the past month. Please do say hello and join us in giving them a warm welcome.



## Joe

PARAMEDIC

Joe joined our Duty Team in April 2026 having worked at Exmouth Minor Injury Unit and the Walk In Centre for many years. Joe supports the on the day assessment and treatment alongside Helen, Fe and the Duty Doctor.



## Camilla

PRACTICE NURSE

Camilla joined the Treatment Room Nursing team, also in April 2026. Camilla will be working across both practice sites Wednesday-Friday each week.



# 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](mailto: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 May and June, you can look out for:**

### Thursday 21st - Saturday 23rd May - Devon County Show

The South West's biggest celebration of food, farming and rural life returns to Westpoint, Clyst St Mary. Three days of livestock, heavy horses, dog shows, a Food & Drink Pavilion, monster truck displays and family entertainment. Up to two children under 16 go free on the Saturday with each paying adult. Free onsite parking. Find out more [here](#).

### Tuesday 16th June - Goat Walk Field Storytime

Topsham Museum's Children & Family team are hosting Storytime in the Goat Walk Trust Field from 10.30-11.30am. There will be a story, healthy snacks (kindly donated by Topsham Greengrocers) and free play in the field. The team are also hoping to involve children in nature and art, with some of their work to be shown during Topsham Art Group's month of July. All welcome, weather permitting, and you are very welcome to stay for a picnic afterwards. **Future dates: 21<sup>st</sup> July, 18<sup>th</sup> August, 15<sup>th</sup> September, 20<sup>th</sup> October**

### Sunday 28th June - The Nello Bike Ride

Take on a 60 or 100-mile road cycling challenge in support of FORCE Cancer Charity. Now in its 26th year, the ride raises funds for cancer support across Devon. Open to riders aged 14 and over (18 if unaccompanied). Sign up in advance [here](#).





## Thank You for Being A Part of Our Community

Thank you for taking the time to read our May/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!



Topsham Surgery, Holman Way,  
Topsham, Exeter EX3 0EN



Glasshouse Medical Centre,  
Glasshouse Lane, Exeter, EX2 7BT



01392 874 646



[www.topshamsurgery.nhs.uk](http://www.topshamsurgery.nhs.uk)