

SEPTEMBER 2025



TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your September Update

Welcome to your September update from all of us at Topsham Surgery & Glasshouse Medical Centre. This month's edition is packed with updates, self-care tips, and community news. You'll find helpful advice on managing viral illnesses at home, a spotlight on our paramedic Fe, and details of services like Sleepstation and Pharmacy First - making it easier than ever to get support without needing a GP appointment.

We've also shared defibrillator locations in the local area and some brilliant community events to check out in October.

What We Delivered Last Month

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



6,604 appointments. That's more than 330 appointments every working day.



Issued 26,420 medications. That's roughly two items every minute during opening hours.



Gave 235 vaccinations. That's nearly three standard double decker buses full of people.

Patient Voices

A big thank you to everyone who completed the Friends & Family Test in August. 587 responses were submitted, and we're really pleased to share that **94.7%** of you rated your experience as **'Good'** or **'Very Good'**.

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

"Appointment booking experience much better. Appointment with Dr was on time and I had all my questions answered and appropriate advice was given. "

"The surgery's response to my online request was quick and an appointment offered for the following day. The doctor listened to my concerns and had helpful suggestions as to the best course of action. "

"Every member of the team I've dealt with has been friendly, helpful and professional and I felt my issues were addressed. "

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



A Message From Your Practice Manager



Will Moyle, Practice Manager

Thank you to everyone who's been reading and engaging with our monthly newsletter - it's been brilliant to see such strong community feedback, and we really value your continued support.

As we head into autumn, flu clinics are now open for booking. If you're eligible you should've received a text already. We'd strongly encourage you to book in. We've already purchased enough vaccines for our patient list, and getting your jab with us helps fund the care we provide all year round. Every appointment makes a difference.

We're also recruiting! If you or someone you know would be a great fit for our Reception and Admin team, keep reading to find out how to apply.

Finally, 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 for the attention of myself.

Defibrillator Locations in Our Community

Knowing where your nearest defibrillator is could save a life. Across our local area, public defibrillators (AEDs) are available for emergency use. You'll find them at:

Countess Wear Primary School, Parkside Garage Bridge Road, King George V (changing rooms in the toilet block), Exeter Golf & Country Club, Newport Park, Newport Community Centre, The Tally Ho, ISCA Academy, Trinity CofE Primary & Nursery School, Watermeadow Grange Care Home, Topsham RFC, Station Garage, Topsham School, Nancy Potter House, Dorothy Holman Youth Centre, The Globe, Trout's Boatyard and Darts Farm.

These devices are designed to be simple to use and can be a vital part of helping someone in cardiac arrest before emergency services arrive. For more info visit www.defibfinder.uk



Feeling Unwell? Tips for Managing Viral Illness at Home

Viral infections like colds, sore throats, coughs, and stomach bugs are common, especially during the colder months. While they can make you feel quite run down, most viral illnesses will clear up on their own with a bit of time and care.

Rest - Your body needs energy to fight off the virus. Try to take it easy and get plenty of sleep.

Stay hydrated - Drink water regularly, especially if you have a temperature or upset stomach.

Use paracetamol or ibuprofen - These can help reduce fever, aches, and discomfort.

Tissues and handwashing - Catch it, bin it, kill it! This helps prevent spreading illness to others at home.

You can also speak to a pharmacist for advice on over-the-counter remedies for symptoms like sore throat, blocked nose or dry cough.

Most people will start to feel better in a few days - so wrap up warm, take it slow, and let your body do the rest.

Missed Appointments

In August, we saw 63 missed appointments. That's over 13 hours of clinical time wasted.

63

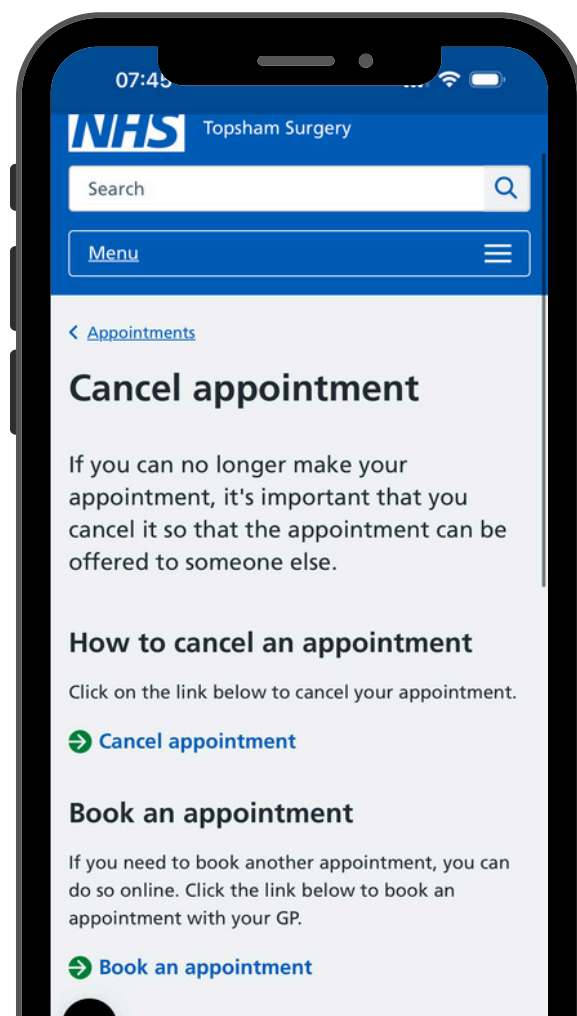
**Appointments
missed**

13

**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](#).



Stoptober



Stoptober returns in October - a national campaign encouraging smokers to quit for 28 days.

Evidence shows you're five times more likely to quit for good if you can make it through the first month. Whether it's for your health, your wallet, or your family, there's never been a better time to stop smoking.

Support is available locally and online to help you take the first step, find out more at www.nhs.uk/better-health/quit-smoking/



Pharmacy First: Get Treatment Without a GP Appointment

The Pharmacy First service is now available in over 200 pharmacies across Devon, offering professional clinical advice, treatments, and even prescription medications for seven common conditions - without needing to see a doctor first.

Trained pharmacists can now assess and treat:

- Earache (ages 1–17)
- Sore throat (ages 5+)
- Sinusitis (ages 12+)
- Infected insect bites (ages 1+)
- Impetigo (ages 1+)
- Shingles (ages 18+)
- Uncomplicated urinary tract infections in women (ages 16–64)

If appropriate, they can supply prescription-only medications such as antibiotics or antivirals - just like a GP. You'll get a confidential consultation in a private room, and you can often be seen the same day, with no appointment necessary.

Pharmacy First is all about making healthcare more accessible. Four in five people in England live within a 20-minute walk of a pharmacy, and over 98% of Devon's community pharmacies are already offering this service. That means less time waiting, and more time getting the care you need.

You can access Pharmacy First by:

- Walking into a participating pharmacy
- Booking online (many offer virtual consultations)
- Being referred by a GP receptionist, 111 or urgent care service

Even beyond these seven conditions, pharmacists are on hand to advise on hay fever, acne, dry skin, indigestion, mouth ulcers and more. They can also help you decide whether a GP visit is necessary.

The service is expected to free up 10 million GP appointments per year, allowing GPs more time to support people with complex needs. It also means quicker, more convenient care for patients.

You can find out more about the service here:

<https://onedevon.org.uk/our-work/services-and-support/pharmacy-services/pharmacy-first-service/>

Free Sleep Support for Our Patients

Sleepstation is completely free for our patients. It is an NHS-backed, online sleep improvement programme that helps you sleep better - naturally.



Whether you've struggled with sleep for weeks or years, Sleepstation can help you understand what's going on and guide you through practical, proven techniques to get back to restful nights.

- Just 10 minutes a day, no medication needed
- Guided by sleep coaches and mental health professionals
- Based on decades of scientific research
- Available 24/7 from home

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

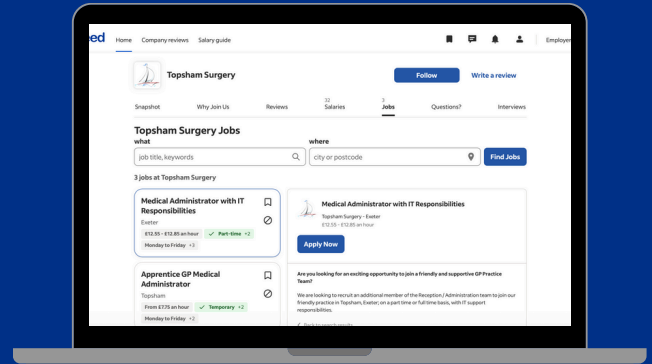


We're Hiring - Join the Team at Topsham Surgery

We're currently recruiting for exciting roles in our Reception and Admin team. If you're organised, friendly, and passionate about supporting patient care, we'd love to hear from you.

These roles involve being the first point of contact for patients, supporting clinicians, and helping to keep the practice running smoothly. You'll work on a variety of tasks, from managing appointments and answering queries to scanning documents, updating patient records, and liaising with external services.

Find out more and apply via [Indeed](#).



Our Community

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

Until the New Year - Topsham Museum Nursery Rhyme Trail

Instructions can be found on the posters around Topsham - the QR code will take you to the Museum website where detailed instructions and the route map showing participating shops and venues can be accessed.

At each venue there will be a specific QR code to the relevant nursery rhyme lyrics. You can do the trail at any time, in any order - all at once or in bite-size chunks. We hope you have fun finding your way around Topsham, singing the rhymes as you go!

Monday October 7th - Topsham Museum Storytime on the Road

A storytime for under-5s held at Watermeadow Grange Care Home on the first Tuesday of each month. Sessions are inclusive for children, parents, carers, grandparents and Watermeadow residents. Spaces are limited, so booking is essential - email brumbygee@icloud.com to register interest.

Monday October 20th - Silent Book Club

Join the Silent Book Club at Topsham Brewery for a relaxed evening of quiet reading and community connection. Held upstairs at the taproom from 6-8pm on the first Wednesday and third Monday of each month, it's free to attend - just bring your own book. Settle in, read in silence, then stick around for a friendly chat and optional drink afterwards.

Monday 27th October - Community Quiz Night

Head over to The Old Fire Station, Topsham, and join their Halloween-theme quiz night. Booking essential and fancy dress encouraged! £2pp.





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.

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.



Fe, Paramedic

Hi, I'm Fe and I'm a Paramedic based at Topsham Surgery. I work as part of the Duty Team alongside our GPs and Advanced Nurse Practitioners to provide care for patients both in the practice and out in the community.

I support urgent care and day-to-day patient needs. Like my colleagues, I can assess, treat and give advice on a wide range of conditions including acute chest infections, acute pain, conjunctivitis, eye infections, allergies, diarrhoea, constipation, rashes, shingles and more.

I also undertake home visits for patients who are unable to attend the surgery, helping to make sure they receive care in the comfort of their own homes.

Book Your Flu Vaccine

Our annual flu vaccination clinics will be starting in October, and we strongly encourage all eligible patients to book in.

Text invites are already going out. If you haven't received one but think you're eligible, please call the practice to book your slot.

When you get your flu jab here at the practice you're supporting your local NHS service. We've already purchased enough vaccines for our eligible patients, and your appointment helps fund the care we provide all year round.

Please support the surgery and stay protected this winter by booking your flu vaccination with us.

My Health Devon

Need the latest info on hospital waiting times or support for a specific condition?

MyHealth Devon is your go-to online resource for NHS services, referrals and local support across Devon.

From planned care updates to self-care tips and service directories, the site helps you make informed choices about your health. It's part of the wider 'Together for Devon' initiative - uniting healthcare and community services across the county.

Explore the site and see what support is available: <https://myhealth-devon.nhs.uk>



Thank You for Being A Part of Our Community

Thank you for taking the time to read our September 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