

July/August 2026

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# TOPSHAM SURGERY & GLASSHOUSE MEDICAL CENTRE NEWSLETTER

Keeping You Informed, Connected & Cared For.





# Welcome to Your July/August Update

Welcome to our July/August newsletter.

As the warmer weather arrives, we've put together a range of updates to help you and your family stay well over the coming weeks.

In this edition, you'll find important information about the MenB vaccination catch-up campaign running this summer, practical advice on managing hay fever with support from your local pharmacy, and an early reminder about booking your flu vaccination with us this autumn.

We're also sharing some practice news we're proud of, along with details of upcoming staff changes and a look at the events happening across our community throughout July and August.

## What We Delivered in May

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



**6,599 appointments.** That's more than 340 appointments every working day.



**Issued 24,647 medications.** That's more than two items every minute during opening hours.



**Sent 360 referrals.** That's roughly 19 referrals every working day.

## 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 over 95.8% of you rated your experience as 'Good' or 'Very Good'.

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

"Excellent patient care. Receptionist was very helpful and polite. Nurse was excellent and made me feel at ease."

"My appointment was with Dr Maxwell and she is just the most wonderful Doctor. She greeted me with a lovely smile, listened, was empathetic and I didn't feel rushed. I felt totally reassured after my consultation."

"Catherine Hilton was very kind and listened to my concerns. She explained everything clearly and considered all the options carefully. Thank you"



## A Message From Your Practice Manager



### Will Moyle, Management Partner

Thank you for taking the time to read our summer newsletter.

The recent heatwaves have been a real test for many of our patients, particularly older people, those with young children, and anyone managing a long-term health condition.

If the hot weather returns over the coming weeks, please remember the simple things that make a difference: drink plenty of water, keep out of the sun during the hottest part of the day, and check on elderly neighbours, friends, and relatives who may be struggling. If you take regular medication, do keep it stored as advised, as some medicines are affected by heat. Your pharmacist can help if you're unsure.

I'd also like to thank the whole team for their hard work through a busy few months. As you'll see from our activity figures, a great deal goes on behind the scenes each day while we care for patients who are often unwell or worried.

Looking ahead, we'll shortly begin inviting eligible patients to book their flu vaccination. Choosing to book with us directly makes a real difference, both to your own care and to the wider services we're able to provide.

## Taking Mounjaro Privately? Please Let Us Know

If you're taking Mounjaro (tirzepatide) through a private prescription, please tell your GP or pharmacist, even if it wasn't prescribed by us. This matters because Mounjaro can affect how your body absorbs other medication, including the contraceptive pill and HRT. We need to check for interactions and make sure you're on the right dose for your circumstances.

Letting us know means we can keep your records accurate and support you properly if you need any other treatment or advice.



# MenB Catch-Up Vaccination This Summer

The government has announced a time-limited catch-up campaign for the Meningococcal B (MenB) vaccine, starting from late July. This is being delivered nationally through community pharmacies, not GP practices, so we're unable to administer this vaccine ourselves.

You may be eligible if you are:

- In Year 13 this year
- Under 25 and starting undergraduate study
- Moving into Further Education accommodation or halls of residence for the first time this autumn.

MenB protects against a serious form of bacterial meningitis and septicaemia. Young people starting university or college are at higher risk, as new social mixing in close-contact settings such as halls of residence can increase the spread of the bacteria that cause it.

If you think you or your child may be eligible, please contact a local participating pharmacy to arrange vaccination.

As this offer is time-limited, we'd encourage anyone eligible to arrange vaccination as soon as possible.

## Missed Appointments

In May, we saw 73 missed appointments including for vaccination appointments. That's approx 14 hours of clinical time wasted. That's roughly £550 wasted.

73

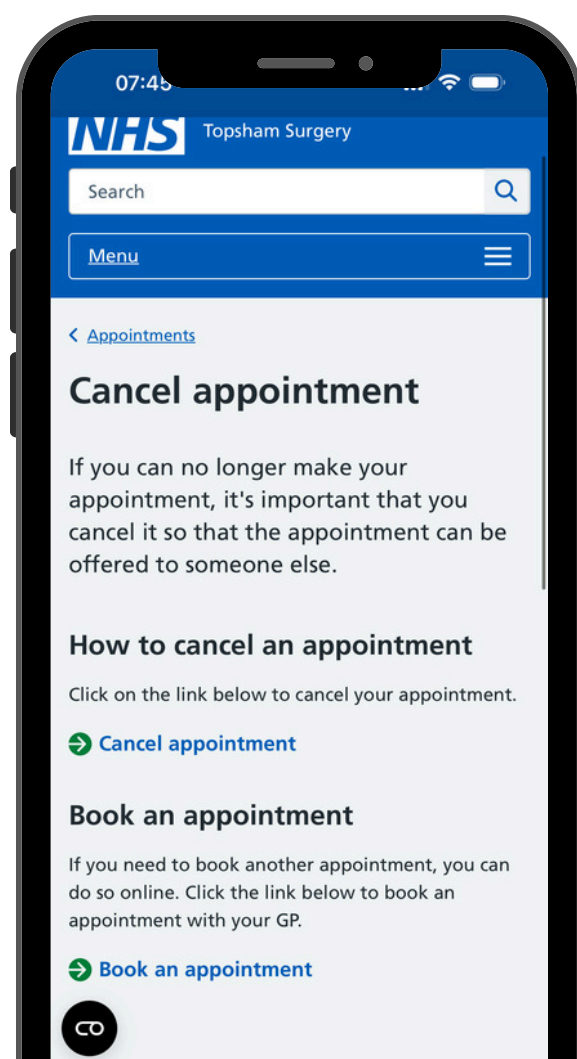
**Appointments  
missed**

14

**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](#).





# Hay Fever: Managing Symptoms

With warmer weather here, many of you will be feeling the effects of hay fever.

Antihistamines and nasal sprays are available over the counter from your local pharmacy, and pharmacists are well placed to recommend the right option for you or your child.

- Non-drowsy antihistamines are usually a good first choice for daytime use
- Steroid nasal spray used regularly can help with persistent nasal symptoms.
- Eye drops can bring relief if itchy or watery eyes are your main issue.

If your symptoms are severe, aren't improving with over-the-counter treatment, or are affecting your sleep or daily life, please speak to your pharmacist first. They can advise on the best combination of treatments and let you know if a GP appointment is needed.

# Book Flu Vaccinations With Us This Autumn

Flu vaccination invites will start going out in August, with clinics running from October. This is the date set by NHS England for the start of the national programme.

We'd really appreciate you booking your flu vaccination with the practice rather than a pharmacy. Flu funding helps support the wider services we offer, and we've already ordered our vaccine stock for this year based on expected patient numbers.

If you're eligible, keep an eye out for your invite in August.

Booking early means you get a convenient appointment slot before our clinics fill up.

Thank you for continuing to choose Topsham Surgery and Glasshouse Medical Centre for your vaccinations.

# We're an "Excellent" Training Practice

Following our annual Quality Panel Review by the Exeter GP Vocational Training Scheme, we've been graded "Excellent" as a training practice for GP trainees.

This is a strong result and one we're really proud of. It reflects the quality of teaching and supervision our trainee doctors receive here, and the support they get from the wider team.

We'd also like to thank our patients. Many of you are happy to see our trainee doctors and medical students during consultations, and that willingness plays a big part in their training.

Every patient who agrees to be seen by a trainee is helping to train the next generation of GPs.



“Each call our reception team takes is from a patient like you, who may be worried, upset and unwell.”



Please be kind to reception staff, you don't know what happened on the call they just took.



## Be Kind to Our Team

Every call our reception team takes is from a patient who may be worried, upset, or unwell. They're doing their best to help you while managing a high volume of calls, often during our busiest periods.

We have a zero tolerance approach to abusive or threatening behaviour towards our staff, whether in person, on the phone, or in writing. This applies to all members of our team, including reception, administration, and clinical staff.

We also ask for a little patience during busier times, particularly Monday mornings and after bank holidays, when call volumes are much higher than usual. Our team are working through queries as quickly as they can, and a bit of understanding goes a long way.

Please remember that you don't know what happened on the call a member of staff just took. A little kindness helps everyone, including you, get the support they need.



# Staff Changes: A Farewell and a Welcome

**Dr Acklom** will be leaving the practice at the beginning of September. She has been a valued member of our clinical team, and we will miss her greatly. We wish her all the best for the future.

**Dr Kemple** will be joining us in mid-September and will take over the care of Dr Acklom's patients. We look forward to welcoming him to the team and are confident he will settle in well.

If you're a patient of Dr Acklom's, you don't need to do anything. Your care will transfer smoothly to Dr Kemple, and our reception team will be happy to help with any questions in the meantime.

## Our Community

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

### **July 1<sup>st</sup> - July 23<sup>rd</sup> - Topsham Art Festival: TAG 60**

Topsham Art Group is celebrating sixty years with a full festival of exhibitions, talks and workshops across the town. See the [full festival calendar](#) for the complete programme of events.

### **Sunday 19th July - Jazz in the Garden**

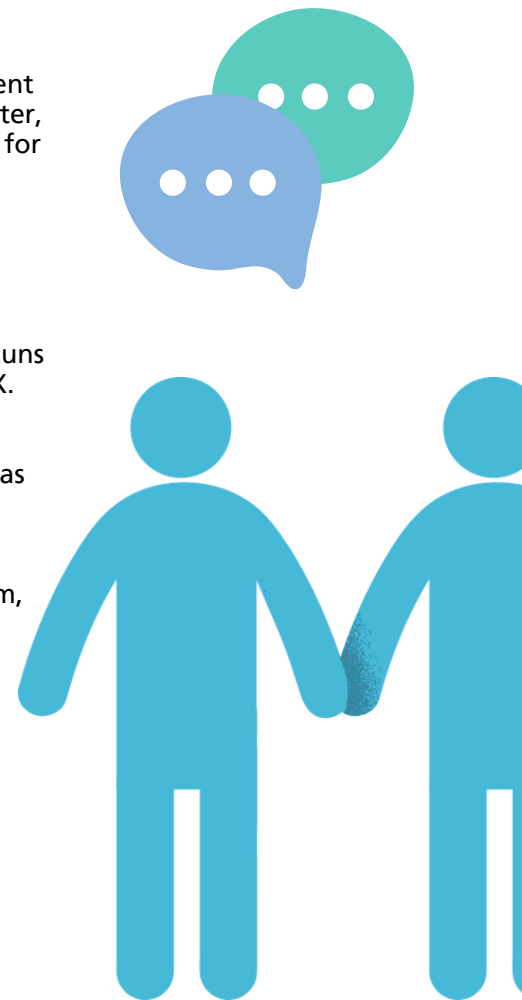
Topsham Friends of Hospiscare are holding an afternoon of live jazz in the garden of Parkfield House, Holman Way. Running from 4pm to 7pm, the event raises funds for specialist end of life care for patients and families across Exeter, Mid and East Devon. Bring a picnic, drinks, blankets and chairs, and settle in for the music. Under 12s go free, dogs aren't allowed on this occasion. Tickets cost £15 and are available from Topsham Book Shop, Topsham Hospiscare Shop, or online [here](#).

### **Wednesday 5th August - Bingo with Lyn**

Join the Estuary League of Friends for their monthly bingo session in the Bradbury Cafe. Eyes down at 2.30pm, with games at £1 each. All welcome. Runs from 2pm to 3.30pm at Nancy Potter House, Nelson Close, Topsham EX3 0DX.

### **August 15<sup>th</sup> - August 29<sup>th</sup> - TAG Summer Exhibition**

Topsham Art Group's annual Summer Exhibition returns to Topsham School as part of their 60th anniversary celebrations. The show features paintings, original prints, ceramics and sculpture from both amateur and professional members, with original artwork and greetings cards available to buy. New members are welcome to join during the exhibition. Open daily 10am to 5pm, except Saturday 29th August when it closes at 12.30pm. Find out more [here](#).





## Thank You for Being A Part of Our Community

Thank you for taking the time to read our July/August 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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Topsham, Exeter EX3 0EN



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Glasshouse Lane, Exeter, EX2 7BT



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