

Topsham Surgery – Patient Participation Group (PPG)

Meeting Minutes

Date: Wednesday 30th July 2025

Time: 16:30

Location: Topsham Surgery

Attendees:

Practice team - Will Moyle (WM) Practice Manager, Lyndsey Sambells (LS) Office Manager

PPG Committee – Mike (Chair), Suzanne, Patricia, Gary, Callie, Julia, Carole.

1. Arrival.

2. Meeting Opened

- Apologies received from Diane and Peter who was unable to attend today's meeting.
- New and existing members of the Patient Participation Group (PPG) introduced themselves.

3. Meeting Minutes & Action Log

- The practice is using the newsletter to communicate information based on patient feedback, such as change to NHS services and explaining the roles of non-doctor staff.
- The group discussed strategies to broaden the newsletter's reach. Will reported a positive meeting with Nancy Potter House/Estuary League of Friends. Although they are unable to provide space for an information board, they are happy to distribute the practice newsletter and display information about the PPG.
- Suggestions for new distribution points discussed, as well as strategies to involve younger patients, potentially by recruiting parents via the local schools to gain diverse perceptions. It was noted that many parents are busy with work or raising a family. The aim is to place posters containing the QR code to sign up to the Newsletter and find out more about the PPG in these community hubs/local places. **Action members (see below)**

Local hubs were identified and split amongst the PPG members to contact/approach to display a poster advertising the Newsletter and PPG:

- Newcourt Centre – Suzanne
- Countess Wear Hall – Carol (email address provided to WM after meeting)
- 100 Club – Julia
- St Luke's Church – Carol
- Topsham Golf Club – Mike
- Trinity School – Patricia
- Topsham School – Cally

- Will proposed that the PPG set up a table at the flu clinics in October. This would be an opportunity to engage with a large number of patients. The PPG could survey patients about their awareness of the newsletter and preferred communication methods. A similar opportunity exists at the children's flu clinic at the end of September. **Action members.**
- Local NHS & Care Services leaflet has been sourced.
- The Topsham Art Group will curate artwork for the waiting rooms. This initiative aims to brighten up the waiting areas and provide a platform for local artists to sell their work, with their contact details and prices displayed on the pieces.

4. Practice Update

- The group discussed what information they would like to receive from the practice on a regular basis in the Practice Manager update section of the meeting. Suggestions included staff starters and leavers, the percentage of failed attendances (DNAs), and thematic summaries of issues raised by both staff and patients to improve two-way dialogue. PPG members will consider and decide on the specific regular reports they require from the practice. **Action members.**
- Dr. Tremlett will be leaving after completing his second year of GP training, while Dr. Aimee Philip and Dr. Rahul Gupta will be joining next week as Doctors in Training. The roles within the pharmacy team were clarified: Catherine is a specialist in diabetes and cardiovascular care who sees patients, while Omar and Mubeen handle general pharmacy tasks, and are remote based, not seeing patients in person.
- The practice successfully secured a bid for modernisation and utilisation funding. The initial architect plan (shown to members) is to create four new clinical rooms - two at Topsham and two at Glasshouse Lane through internal reconfigurations. This must be completed by the end of March 2026.
- Patient surveys have shown the practice's performance has dramatically improved over the last two years, moving from the low 80s to around 90% in satisfaction, despite the national survey not fully reflecting this improvement. The improved results will be displayed. **Action WM.**
- The practice purchased a new defibrillator as the previous one was 25 years old. The idea of establishing a 'Friends of Topsham Surgery' was proposed to help fundraise for such items in the future.

5. Members Update

- Suzanne feedback to the group following her attendance at the Newcourt Community Association AGM. Unfortunately, was unable to speak due to a packed agenda; however has been in email communication with Karen Silcox, who agreed to (and has) included information about the PPG in their recent communication.

- Gary kindly made a connection between Topsham Art Group and Will, who are taking this forward to improve the waiting room.

6. Chair Update

- Mike confirmed that the PPG email is now functioning correctly
- Mike expressed a need to better understand and communicate the various service pathways to patients to improve efficiency. The group discussed improving the PPG's presence in the practice newsletter, including a message from the chair, member bios, and a logo to make it more personal and engaging in the future. Suzanne agreed to draft a section for the next newsletter edition. **Action Suzanne.**

7. AOB

- Mike reported on a conversation with Emma Wannacott, a community builder whose role involves networking and facilitating health-related community groups. The group was uncertain about the benefits of her attending a meeting. Mike agreed to investigate her role further to understand what she and the PPG could gain from a collaboration before extending an invitation.

Next Meeting

Date: 13/10/2025

Time: 16:30

Location: Glasshouse Lane Surgery

Topsham PPG meeting action log (MASTER SHEET)			
Action log	Month	Who	Status
Contact local businesses / community hot-spots to display a poster advertising PPG and newsletter	Jul-25	See minutes	
Attendance at flu clinics in September/October	Jul-25	Members	
Publish patient survey results	Jul-25	Will	
Members to consider what they would like the Practice / Practice Manager PPG report to contain	Jul-25	Members	
Draft PPG section for newsletter	Jul-25	Suzanne	Complete
Liaise with Emma Wannacott around role and potential benefit to attending future meeting	Jul-25	Mike	