

December 2025



TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your December Update

As the year draws to a close, we'd like to wish all our patients a joyful festive season and a healthy start to 2026.

In this month's update, we're wrapping up the year with news on flu vaccinations, Christmas opening hours, festive local events, and important updates from the practice. There's plenty happening in and around Topsham, from Christmas markets to community lunches and a trail for the kids. We've also welcomed some new faces to the team - and waved fond farewells to others.

Thank you for your continued support throughout the year. From all of us at the surgery, have a merry Christmas and a very happy New Year!

What We Delivered Last Month

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



10,623 appointments. That's more than 531 appointments every working day.



Issued 25,306 medications. That's more than two items every minute during opening hours.



Answered 5,781 online phone calls. That's over 289 calls a day, including weekends.

Patient Voices

A big thank you to everyone who completed the Friends & Family Test in October. 1587 responses were submitted, and we're really pleased to share that **96.9%** of you rated your experience as **'Good'** or **'Very Good'**.

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

"Everyone was polite and helpful. Had a lovely talk with staff Nurse doing jab was brilliant didn't feel a thing as she gave me it. "

"Mike was exceptionally easy to talk to and welcoming. He used simple language and answered questions easily. I found him knowledgeable and personable. An excellent addition to the team."

"Flu jab session was so well organised and everyone had a smile and were extremely friendly and chatty and very professional"

A Message From Your Practice Manager



Will Moyle, Practice Manager

As the year draws to a close, we'd like to wish all our patients and community members a joyful, restful, and healthy festive season. Whether you're staying local or travelling to see loved ones, we hope you find time to relax and recharge. Thank you for your continued support throughout 2025 - it means the world to our team.

We're really excited to be kicking off some construction works as part of the national GP Utilisation & Modernisation scheme. This means we'll be creating an four new consulting rooms and refurbishing another, helping us to meet rising demand and improve access for our patients.

We'd also like to take a moment to thank everyone who attended our vaccination throughout October and November. We administered more than 3,000 vaccinations - a fantastic effort that helps protect our patients and community.

You might also notice a small change to our newsletter schedule. We've shiften from end-of-month issues to mid-month issues, meaning we're skipping November and transitioning to this new format going forward.

Wishing you a safe, healthy, and happy holiday season from all of us at the practice!

COVID Vaccinations Update

COVID vaccinations will run until 31st January 2026, with most appointments expected to be completed by 19th December 2025.

Greendale Vaccination Centre will follow the same timeline for flu vaccines, as they are not commissioned to deliver flu-only appointments.

At present, 23rd December 2025 is the final scheduled clinic at Greendale, so we strongly advise patients to attend before this date if booking there.

**NHS**

**Protect your festive
season with a flu vaccine
Don't let flu ruin
your fun**

Flu Jabs Reminder

With the festive season fast approaching and colder weather already settling in, now is the time to protect yourself and your loved ones by getting your flu jab. Flu cases are rising earlier than expected this year, and health experts warn this could be one of the worst flu seasons in a decade. Once vaccinated, it takes around two weeks for your body to build full protection - which is why we're encouraging all eligible patients to book in now and get protected in time for Christmas.

Text invites are already going out. If you haven't received one but think you're eligible, please call the practice on 01392 874646 to book your slot.



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	

Missed Appointments

In October, we saw 212 missed appointments, including our vaccination clinics. That's 25 hours of clinical time wasted.

212

Appointments
missed

20

Hours of
clinical time

This is **103** more missed appointments than in September, and roughly equates to over **£850** 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](#).



Christmas Jumper Day

Christmas Jumper Day is back this year, and it's one of the easiest (and silliest) ways to support a brilliant cause. On Thursday 11 December, Save the Children invites workplaces, schools, community groups and families across the UK to put on their brightest festive jumper and make a small donation to help children here and around the world stay safe, healthy and learning.

Taking part is simple: sign up online, pop the date in your diary, remind everyone to wear their best (or worst!) jumper, and donate what you can. Once you register, you'll receive resources to make the day fun and stress-free. Whether you join in with colleagues, friends or family, every jumper worn and every pound donated helps create lasting change for children facing conflict, poverty or instability.

Find out more or sign up here: savethechildren.org.uk/christmas-jumper-day

Improvement Works in 2026

We're excited to share that Topsham Surgery and Glasshouse Medical Centre have been selected to receive part of the Government's £102 million Utilisation & Modernisation fund, aimed at modernising more than 1,000 GP practices across England. This national investment is designed to help GP surgeries improve their facilities, expand capacity, and better meet growing patient demand.

Thanks to this funding, we'll be adding four new consulting rooms - two at Topsham and two at Glasshouse Lane - along with a refurbishment of an additional room at Topsham.

Building work is due to begin in early January 2026 and will continue through to the end of March. During this time, there may be some disruption around the practice, including occasional noise, limited access, or changes to parking arrangements. We're working closely with contractors to keep disruption to a minimum and really appreciate your patience and understanding.

We'll keep you updated as the project progresses and look forward to sharing photos of the new rooms once complete. These improvements will help us deliver better care and accommodate more appointments for our community.

Staff News - Welcomes and Goodbyes

We've had a few changes in our team recently as part of our regular training rotations and staff development.

We say a warm farewell to **Dr Mohamed Baleela**, our GP Registrar, who has now moved on to another practice to complete the final stage of his GP training.

We also say goodbye to **Dr Aimee Philip**, who recently completed her 3-month Foundation Year 2 (F2) placement with us. We wish them both the very best in their careers and thank them for their hard work and care during their time at the practice.

At the same time, we're pleased to welcome **Dr Nicole Hugec**, our new F2 Doctor, who will be with us from December to February as part of her training.

We're also delighted to welcome **Lily**, our new Apprentice Medical Administrator, and **Cherise**, who joins the team as a Medical Administrator.

You'll be seeing some new faces around the practice - please do say hello if you spot them!



Christmas & New Year Opening Hours

Over the festive period, our practices will be closed from **25th** to **28th** December, and again on **1st** January.

On 24th December, Glasshouse Lane Surgery will close at lunchtime, with all services operating from the Topsham Surgery until the end of the day.

Please make sure to order any repeat prescriptions in good time, and we thank you for your understanding as our team take a well-deserved break over Christmas and New Year.

If you have an urgent medical issue that cannot wait until we reopen:

- Call NHS 111 for advice and access to out-of-hours care
- In the event of a medical emergency, dial 999 immediately

We appreciate your understanding as our clinical and administrative teams take a short break over the holidays. We remain committed to ensuring patients are supported during this time and will be back to normal opening hours from December 30th and again from January 2nd.

Our Community

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

Sunday 7th December - Topsham Museum Christmas Market

Get into the festive spirit at the Topsham Museum Christmas Market, taking place at Matthews Hall from 11am-3pm. Browse a selection of stalls offering cakes, crafts, books, produce, unique Christmas gifts, and treats from the Museum Shop. Enjoy mulled wine and a visit to Santa's Grotto (£1.00). Free entry - all welcome!

Tuesday 9th December - Christmas Cracker Lunch and School Choir

Celebrate the festive season with a special Christmas Cracker Lunch at Westbank's Healthy Living Centre in Exminster. Running from 11am-1:45pm, this session is part of the Monday Lunch and Social Club and includes a seasonal lunch with entertainment from a local school choir. Suggested donation: £7.50-£10. To book or find out more, email communityservices@westbank.org.uk.

Wednesday 10th December - Topsham Christmas Trail

Join the festive fun at the annual Topsham Christmas Trail, starting at 3pm outside Nancy Potter House. It's free, fun, and full of holiday cheer - perfect for children, parents, grandparents and guardians alike.

Wednesday 17th December - Games Group at The Bradbury Cafe

Come along to Nancy Potter House for a relaxed morning of board games. The Games Group runs from 10:15am-11:30am in The Bradbury Café, with tea, coffee, and lunch available to purchase. Open to all ages and no membership required - just drop in and join the fun!

Monday 22nd December - Christmas Lunch at The Bradbury Cafe

Looking for a festive treat? Join a traditional Christmas Lunch at The Bradbury Café, served from 12:00pm-2:00pm at Nancy Potter House. Bring the family, enjoy a warm, seasonal meal, and soak up the holiday spirit. To book your table, simply collect a Menu Form and reserve your place at Reception.





Thank You for Being A Part of Our Community

Thank you for taking the time to read our December 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