

Topsham Surgery & Glasshouse Medical Centre

Patient Participation Group

Meeting Minutes

Monday 24th August 2026 – Topsham Surgery

No.	Agenda Item	Remarks
1	Welcome, Introductions & Declaration of AOB	Present: PPG: Mike (Chair), Peter, Liz, Linda, Carole, CP, Mike, Suzanne Practice: Will (Management Partner), Lyndsey (Operations Manager). Apologies: - Julia - Patricia Liz advised that she intends to step down from the PPG. She explained that her experience has largely been at a national and strategic level, and she feels she may be less suited to contributing at a local operational level. She also advised that she expects to be away after the New Year and would therefore miss future meetings. Suzanne advised that she is planning a move in the near future outside of the area, although timescales remain uncertain. She expects to leave the PPG when the move takes place but offered to continue supporting the group in the meantime. Mike advised that Janice, had expressed an interest in joining the PPG and will invite her to attend the next meeting. Action Mike.
2	Matters Arising & Action Log	Actions from last meeting: The Action Log was reviewed. Completed actions included: • Update of the Medical Administrator article. • Addition of commentary to practice statistics. • Community Voices representation. • Relocation of PPG minutes display. • Review of telephone welcome message. Outstanding actions relating to the AGM and future direction of the PPG were included later on the agenda. Telephone Welcome Message Members discussed the revised telephone welcome message. Whilst members acknowledged that it had been shortened, concerns were raised regarding the wording relating to abusive behaviour. The practice explained that: • Abuse towards staff has increased significantly and has contributed directly to recent staff resignations in the admin team.

	• The message is intended to protect staff whilst remaining respectful towards patients. • Certain messages (i.e. medical emergencies, AccuRx scribe) are required for operational and compliance reasons. Members recognised the challenges faced by reception staff and the importance of maintaining a safe working environment. Reception Team Conversations with Patients Further discussion took place regarding the way reception staff ask patients about the reason for appointments both on the phone and in person. The practice explained: • Reception teams have received guidance on handling sensitive conversations. • Information collected assists with directing patients to the most appropriate clinician or service and is essential that we obtain this information in order to safely and appropriately direct the patient's request/enquiry. • Confidentiality remains a priority. Members highlighted the importance of ensuring vulnerable patients feel comfortable when discussing personal matters at the reception desk. The practice explained that they already had confidential discuss cards available at reception. Private conversations with reception staff was discussed positively. ACTION: Linda to provide examples of communication approaches that may help support sensitive patient interactions. Matters arising: - Terms of Reference & Confidentiality – CP The group discussed the Terms of Reference, confidentiality obligations and the role of PPG members. Key points: • Confidentiality applies both to information shared by the practice and information shared by patients with PPG members. • Members should familiarise themselves with the Terms of Reference and Confidentiality Agreement. • Further discussion on the purpose and scope of the PPG will take place at a future meeting. ACTION: CP to review the Terms of Reference, with a view to the identification of changes or activities to help ensure the PPG operates in accordance with them.
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4	Practice Update	Practice Manager's report Will briefly talked through the Practice Managers report provided and the commentary. Staffing changes included: • Dr Acklom is leaving the practice to join another local surgery. • Dr Maurice Kemple will shortly join the practice and assume responsibility for Dr Acklom's patient list. • Two new administrators are commencing later this week. • A new Healthcare Assistant has been recruited starting in September. • GP Registrar Dr Gupta has completed his placement and moved to the next stage of training. • One administrator left unexpectedly at the end of last month. Practice Performance The practice reported: • A small increase in list size in the past 12 months. • Reduced telephone waiting times. • Growing demand through online consultation systems. • Preparations underway for autumn vaccination campaigns. Patient Survey Results Members reviewed the patient survey results. Highlights included: • Strong performance compared with national averages. • Positive feedback regarding staff professionalism and helpfulness. • Improvement across several measures over the previous three years. One area identified for improvement was ensuring patients understand what will happen next following contact with the practice. The practice advised that staff have been reminded to provide clearer information regarding next steps and expected timescales. Online Consultations A detailed discussion took place regarding increasing use of online consultations. Issues discussed included: • Significant growth in demand. • Impact on workload. • Patient expectations around response times. • Appropriate use of online consultation systems. Members recognised that online consultations remain a valuable access route but agreed that patient education may help improve understanding of when they are most suitable. ACTION: Peter to draft a newsletter article explaining the purpose and appropriate use of online consultations. Did Not Attend (DNA) Appointments The group discussed increasing DNA rates. The practice noted:
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		• Some missed appointments are linked to wider social, health or safeguarding issues. • Repeat non-attendance is reviewed where appropriate. • Follow-up action is taken when concerns are identified.
5	Members Update	Annual General Meeting (AGM) The group discussed arrangements for holding the first PPG AGM. The following principles were agreed: • The AGM will be open to patients. • Questions should be submitted in advance of the meeting. • PPG officers should stand for re-election through a transparent process. • The AGM should showcase achievements and improvements delivered by the PPG. Proposed Arrangements The group discussed: • Date: 19 October 2026 • Proposed time: 6.00pm • Proposed venue: Topsham Surgery ACTION: Will/Mike to agree how to advertise AGM details. ACTION: Mike to prepare a draft AGM agenda and summary of PPG achievements. ACTION: ALL to send Mike any achievements of the PPG from the past 12 months for collation. ACTION: Will to consider a Practice Report to present at the meeting. Community Voices Group Update Peter provided an update from the latest Community Voices meeting. Topics included: • Pressures on urgent and emergency care services. • Hospital discharge challenges. • Community-based support initiatives. • Work being undertaken across Devon to reduce avoidable admissions and improve patient flow. Members found the update useful and informative. Peter confirmed that there was no mention from the hospital of any funding to support GPs with possible additional work from this discharge pilot. Community Voices Representation Peter advised he would be unable to attend the next Community Voices meeting. ACTION: Suzanne to attend the next Community Voices meeting if available. Future Direction of the PPG Discussion took place regarding the purpose and future role of the PPG. The following were agreed as our priorities for the next 12+ months:

		• Drop-In engagement sessions x2 p.a. - led by Suzanne/Mike • Community Defib locations - led by Julia • Establish/Maintain links with relevant local stakeholders - led by Mike • Produce an article each quarter for the Newsletter - All/TBC • Review and make suggestions for PPG section of the Practice website - led by Carole • Continue with Community Voices - led by Peter • Patient Health talks - led Mike
6	AOB	Appointments for Housebound Patients (Linda) The practice confirmed: • Home visits continue to be provided following clinical triage. • Community paramedic services can support appropriate patients. Medication ordering for housebound patients Query around what arrangements were in place for medication ordering for patients who were housebound or temporarily housebound i.e. as a result of an operation for medication ordering. Will confirmed that, if the patient contacts us on the phone, we are able to take prescriptions over the phone in these circumstances; however, this is only offered for those who cannot do it online, via email, or drop in their repeat slip, as telephone requests are a higher risk for error due to medication names varying on the box to the drug name, difficulty in pronouncing etc. Appointments for Working People (Linda) Members asked about accessibility for working-age patients. The practice confirmed: • Saturday clinics continue to operate twice monthly. • Appointments remain available through usual booking processes. Medication Reviews (Linda) The group discussed medication reviews. The practice explained: • Many reviews are undertaken by pharmacists. • Patients should contact the practice if a review is required. Pharmacy Access Concerns were raised regarding access to Topsham Pharmacy following operational challenges. The practice acknowledged the difficulties experienced by some patients and explained that they had contacted their regional team to offer support. Vaccinations Discussion took place regarding vaccination eligibility and patient awareness. The practice confirmed invitations are routinely issued to eligible patients for: • Influenza vaccination. • COVID vaccination. • RSV vaccination. • Shingles vaccination. • Pneumococcal vaccination.

		It was suggested to include information in a future newsletter and on the practice website regarding the different vaccinations available. Action: Practice to include in the newsletter and link within the website to the NHS Website. Trusted Online Health Information (Gary) Gary raised concerns about the volume of inaccurate medical information available online and highlighted the “PIF Tick” initiative. Members discussed the importance of directing patients towards trusted resources such as the NHS website. ACTION: Practice to consider future newsletter content promoting trusted online health information resources. Patient Apps and Access to Records (Gary) Discussion took place regarding: • NHS App. • Airmid. • MyCare. • SystmOnline. The practice advised that different platforms offer different functionality and that Airmid may provide additional features for some patients. Budleigh practice recently had a section in their PPG newsletter about some of the different app options, and the group felt it would be beneficial for the practice to have similar. ACTION: Practice to consider future communications explaining available patient apps via the practice newsletter. Responding to Practice Messages Gary asked whether communications from the practice could better indicate: • Whether a response is required. • How patients should respond. The practice explained current system includes a link within the next message/email to submit a response where this is needed.
	Date of Next Meeting:	AGM: Monday 19th October 2026, 6pm, Topsham Surgery PPG meeting: Monday 16th November 2026, 4:30pm, Glasshouse Surgery

Topsham & Glasshouse PPG meeting action log			
Action log	Month	Who	Status
Invite Janice to future PPG meeting	Aug-26	Mike	
Linda to provide example wording that can be considered for use when asking patients to describe their issue or concern	Aug-26	Linda	Complete
CP to review the Terms of Reference, with a view to the identification of changes or activities to help ensure the PPG operates in accordance with them.	Aug-26	CP	
Peter to draft a newsletter article explaining the purpose and appropriate use of online consultations.	Aug-26	Peter	
Will/Mike to agree how to advertise AGM details	Aug-26	Will/Mike	
Members and practice to send Mike a list of PPG achievements since formation for sharing at the AGM	Aug-26	All	
Mike to collate achievements and summary of PPG activity, and draft an agenda for circulation	Aug-26	Mike	
Will to consider a Practice Report to present at the meeting to include survey results	Aug-26	Will	
Suzanne to attend the next Community Voices meeting in Peter's absence	Aug-26	Suzanne	
PPG to review priority list and keep on rolling agenda for progress / updates	Aug-26	All	
PPG to consider drop-in sessions after the AGM	Aug-26	All	Matters arising next meeting
Carole to review the PPG section on other practice websites and feedback to the group/practice with suggested wording for ours	Aug-26	Carole	
Practice to include information about the different adult vaccinations available in future newsletter and on website	Aug-26	Will	Complete (Sept/Oct edition)
Practice to include information about trusted sources, and to include the PIF tick in future newsletter	Aug-26	Will	Complete (Sept/Oct edition)
Practice to include information about the different patient-facing apps available for GP and Hospital	Aug-26	Will	Complete (Sept/Oct edition)