

Topsham Surgery – Patient Participation Group (PPG) Meeting Minutes

Date: Monday 12th May 2025

Time: 16:30

Location: Glasshouse Lane Surgery

Attendees:

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

PPG Committee – Mike (Chair), Peter, Gary, Suzanne, Patricia

1. Arrival.

2. Meeting Opened

- Apologies received from Diane who was unable to attend today's meeting.

3. Meeting Minutes & Action Log

- Discussion on whether to print meeting minutes every time or use digital copies to save paper. Final decision was agreed that hard copies are not needed for meetings: PPG may print their own copies, and condensing to action points is suggested.
- Terms of reference were discussed, signed, and returned. The confidentiality policy was sent out on 28/4/25 via email.
- NHS requires emails to be linked to a person, complicating shared access. Alternatives like Google or iCloud considered but raise privacy concerns. Agreed to create Mike a personal NHS email address which can then be used to access the PPG shared inbox.
Action WM.
- Newsletter distribution response, Topsham Pharmacy replied positively. Plan to send a text message offering patients the option to sign up for digital newsletters. **LS to attempt making contact via telephone/drop in to other local businesses / community hotspots to distribute newsletter.**
- Queries regarding patient lists used for surveys and communications – Some PPG members do not recall receiving certain communications. WM will let members know when the bulk texting for the newsletter sign up is sent, and members to report back to WM if they have not received it for further investigation. **Action WM.**
- Waiting rooms to be more welcoming with structured patient notice boards, pictures from local art groups suggested – **Gary to enquire about this**
- Detailed explanation of the staff structure/roles, including the number of GPs, advanced nurse practitioners, paramedics, pharmacy team, and MDT. Agreed that it would be useful to include this in the newsletter, and to potentially meet members of the non-GP team in the future. **Action WM include in newsletter.**

- Discussion on efforts to involve younger people in the practice, including advertising through social media with plans to increase followers via QR codes and digital links in the newsletter.

4. Chair Update

- Acknowledgement of Janet who has stood down from the group.

5. Practice Update

- Clarification of the Primary Care Network, which includes Topsham, Ide Lane, Cranbrook, Pinhoe, and Starcross & Exminster (Westbank practice), covering about a quarter of Exeter.
- Topsham Surgery is one of ten in Devon named for government modernisation funding for GP premises. Specifically for creating additional clinical rooms and modernising existing buildings. Confirmation is expected by the end of May or June 2025.
- Discussion centered on the appropriateness of sharing compliments and complaints, noting that only themes (not details) can be shared.
- Confirmation of reopening the front of the building – Tuesday 20th May.

6. Members Update

- Mike suggested the following be considered as draft objectives for our first year, subject to discussion and ratification at future meetings.
- Consideration of producing a PPG-specific newsletter or section in the practice newsletter.
- Discussion on the need to clarify the PPG's role to the public, emphasising partnership between practice and patients.
- Exploration of how patients access services, the need for education on new pathways, like minor injuries units and walk-in centers. Suggestions included better signposting and education.
- Discussion on what information the PPG would like to receive regularly from the practice, such as staffing changes and building developments.
- The group discussed using flu and covid clinics to promote services and improve communication.
- Members to have a tour of both sites, to meet staff and put faces to names.

Next Meeting

Date: 30/07/2025

Time: 16:30

Location: Topsham Surgery

Topsham PPG meeting action log (MASTER SHEET)

Action log	Month	Who	Status
Review and sign PPG Terms of Reference	Apr-25	Will / Mike	Complete
Circulate copy of the PPG Confidentiality policy and agreement	Apr-25	Will	Complete
Create a PPG email address	Apr-25	Will	Complete
Update the Practice website to include the email address once created	Apr-25	Will	Complete
Provide percentage of patients who have emails and mobile numbers	Apr-25	Will	Complete
Enquire regarding a practice newsletter to further the reach to the community	Apr-25	Will	Complete
Contact within the Community to arrange a noticeboard for the practice	Apr-25	Will	Outstanding
Declutter the noticeboards in the waiting room and allocate PPG space	Apr-25	Lyndsey	Ongoing
Provide Will with the preferred email address for PPG business	Apr-25	All members	Complete
Provide a list/breakdown of GP and associated clinicians	Apr-25	Will	Complete
Provide a comparison of the patient population against the national average	Apr-25	Will	Complete
Obtain additional copies of the Local NHS & Care Services leaflet	Apr-25	Lyndsey	Ongoing
Contact local businesses / community hot spots to distribute newsletter	May-25	Lyndsey	Complete
Ask PPG members to confirm that they have received the bulk text to sign up to the newsletter	May-25	Will	Complete
Enquire with Topsham Arts Group regarding displaying artwork in the waiting rooms	May-25	Gary	Complete
Include information about non-GP roles in the practice newsletter	May-25	Will	Complete