

September/October 2026

TOPSHAM SURGERY & GLASSHOUSE MEDICAL CENTRE NEWSLETTER

Keeping You Informed, Connected & Cared For.



Welcome to Your September/October Update

Welcome to the September/October edition from all of us at Topsham Surgery and Glasshouse Medical Centre.

Autumn is a busy season, so this issue leads with vaccinations. You will find the dates and locations of our flu and COVID clinics, who is eligible for each, and a rundown of the other vaccinations we offer adults, including RSV, shingles and pneumococcal.

You will also find advice on managing the coughs and colds that arrive with the colder weather, and a guide to the various patient apps.

You will also find news of a new cohort of medical students joining us, a change to the GP team, a look at what the practice handled last month, and what is going on locally over the next few weeks.

What We Delivered in July

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



8,227 appointments. That's more than 350 appointments every working day.



Issued 26,723 medications. That's more than two items every minute during opening hours.



Sent 542 referrals. That's more than 23 referrals every working day.



Patient Voices

A big thank you to everyone who completed the Friends & Family Test in July. **569** responses were submitted, and we're really pleased to share that **95.6%** of you rated your experience as '**Good**' or '**Very Good**'.

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

"My GP is extremely professional and caring of his patients. There is an excellent follow up."

"Always happy with topsham surgery and all the staff are absolutely lovely. Makes me feel very relaxed and safe and really helps with my anxiety before I have to go to the doctors or nurse"

"Any question I asked was listened toodid not feel my appointment was rushedFelt at ease with the doctor ."



A Message From Your Practice Manager



Will Moyle, Management Partner

Autumn always arrives faster than we expect.

The vaccination clinics are booked in, the team is ready, and by the time you read this the first Saturday clinic may have already come and gone.

Those Saturdays take a real effort from everyone involved. Clinical and admin staff give up their Saturday to get patients vaccinated, and it works because people turn up on time and know what they are there for. Thank you in advance to everyone booking in this year, and to our amazing team for running them smoothly each year.

On that note, missed appointments have crept up again over the summer. If you cannot make it, please cancel, even at short notice. It takes a minute and the slot goes to somebody else who needs it.

Finally, if you are part of a local group or organisation with something coming up, we would be glad to list it. Please email topshamadmin@nhs.net for my attention.

Where to Find Trusted Healthcare Information

Looking things up online is normal, but not every source is reliable. NHS.UK is the best place to start, and everything on it is clinically reviewed. Elsewhere, look for the PIF TICK, the UK's only independently assessed quality mark for health information. You can search certified sources by topic at www.piftick.org.uk



Be cautious with AI chatbots. They can sound confident while being wrong, and they do not know your medical history, medications or test results. If something you have read worries you, check NHS.UK.



Useful Apps For Managing Your Care



The NHS App can be used to order repeat prescriptions, view your GP record, find your NHS number, see referrals and check health advice.



MY CARE / MY CHART complements the NHS app, giving you more detailed access to your hospital and specialist community care. It allows you to see upcoming hospital appointments, view test results and read letters from your hospital team.



SystmOnline is the online service many of our patients already use. As well as requesting repeat prescriptions, you can update your registration details if you move house or change your phone number, and view a summary of your medical record.



Airmid is a newer version of SystmOnline with more functionality. Alongside repeat prescription requests, you can view your medical record, message the practice, set medication reminders, connect data from devices like Apple Health, and more.

Missed Appointments

In July, we saw 83 missed appointments including for vaccination appointments. That's approx 21 hours of clinical time wasted. That's roughly £1,000 wasted.

83

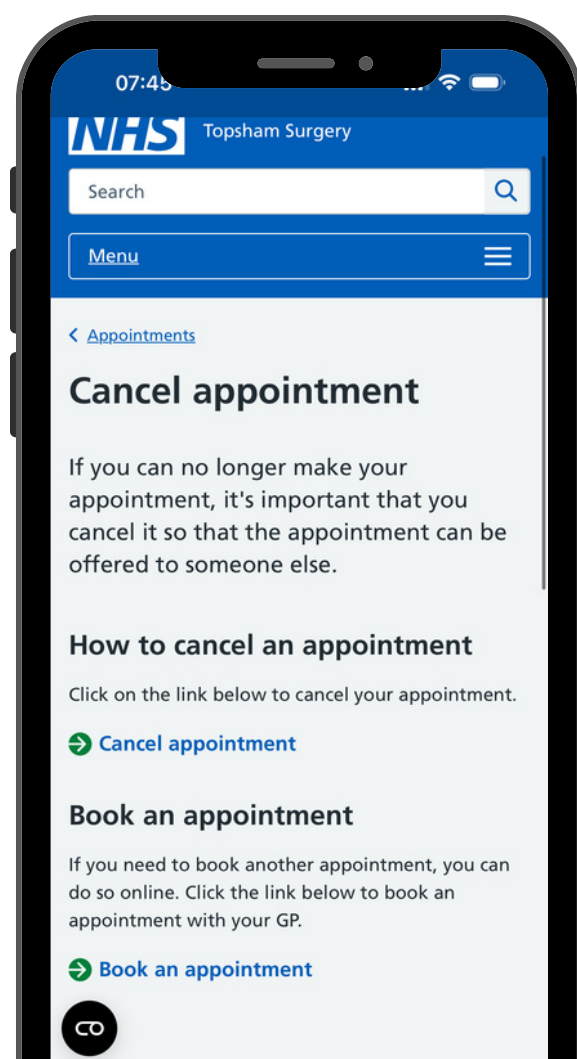
**Appointments
missed**

21

**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](#).





Flu and COVID Vaccinations

Our autumn clinics will soon be under way, and this year we are giving flu and COVID vaccinations together for patients eligible for both.

- Saturday 3rd October, Topsham. **Fully booked.**
- Saturday 10th October, Glasshouse. **Limited availability.**
- Wednesday 21st October, Glasshouse. **Fully booked.**
- Saturday 24th October, Topsham.
- Tuesday 27th October, Topsham. **Fully booked.**

If you're eligible, we will have contacted you. We have ordered enough vaccine for our entire eligible population, so there is no need to look elsewhere. Booking with us also keeps the funding in the practice and helps pay for the care we provide all year round.

Adult Vaccinations at the Practice

Alongside flu and COVID, we offer several other vaccinations to adults. If you think you are eligible and have not been invited, please contact us.

Flu is offered to everyone aged 65 and over, adults under 65 with a long term health condition, pregnant women, carers and people living with someone who is immunosuppressed.

COVID is offered this autumn to adults aged 75 and over, residents of care homes for older adults, and anyone aged six months or over who is immunosuppressed.

RSV protects against a winter virus that can cause pneumonia in older adults. It is offered to everyone aged 75 and over, to residents of care homes for older adults, and, new from this September, to those aged 65 to 74 with a weakened immune system or serious long term lung condition. It is also given in pregnancy from 28 weeks.

Shingles is offered to adults turning 65, adults aged 70 to 79, and anyone aged 18 and over with a severely weakened immune system. It is given as two doses.

Pneumococcal protects against pneumonia and other serious infections. It is offered as a single dose to adults aged 65 and over, and to younger adults with certain long term conditions.

Medical Students Join Us This Autumn

New cohorts of medical students join us from September. We are rated Excellent as a training practice for both medical students and GP trainees, which is something the whole team is proud of.

In practice this means you may be asked to see a medical student before seeing the GP who is supervising them, or a student may sit in on your appointment.

Thank you for helping with their learning. Time spent in general practice shapes the doctors they become, and many of them go on to work in surgeries like ours. If you would prefer not to see a student, or would rather one was not present, just tell the admin team when you book. It will not affect your appointment.



Patient Participation Group (PPG) Annual General Meeting

The Topsham & Glasshouse PPG will be holding their Annual General Meeting (AGM) on Monday 19th October at 18:00 (6pm) at Topsham Surgery.

Aims of the meeting:

- Improve patient understanding of the role of the PPG
- Promote patient engagement with the PPG
- Hear about recent PPG activities
- Make suggestions about what the PPG might focus on going forward

Agenda:

1. Welcome
2. Chair's report
3. Practice report
4. Election of PPG Roles
5. Patient ideas/suggestions for future PPG topics
6. Any other business

Please note: The meeting is open to all registered patients but it is not an appropriate forum for individual complaints.

Please submit ideas, suggestions or questions in advance to the PPG Chair, Mike on: d-icb.topsham.patientgroup@nhs.net

Welcomes and Farewells



Dr Acklom left the practice at the end of August. She will be missed by patients and colleagues alike, and we wish her all the best.

We are pleased to welcome Dr Kemple, who joined us on 14th September and has taken over the care of Dr Acklom's patients. If Dr Acklom was your named GP, there is nothing you need to do. Your registration has transferred and Dr Kemple will look after you from now on.

Dr Kemple works a Monday all-day, Tuesday morning and Thursday all day.



Looking After Coughs and Colds This Autumn

As the weather turns, we usually see a sharp rise in coughs, colds and sore throats. Many of them are viral, which means they clear up on their own and antibiotics will not help. Taking antibiotics when they are not needed also makes them less effective when you need them.

For most people, the best approach is rest, plenty of fluids and paracetamol or ibuprofen if you normally take them. A cough can hang around for up to three weeks after the rest of the illness has gone, which is longer than most people expect but is not a sign that something is wrong.

Your pharmacist is a good first port of call. They can recommend over the counter remedies and, through Pharmacy First, they can assess and treat certain conditions such as sore throat, sinusitis and earache without you needing to see a GP at all.

Our Community

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

Thursday September 17th - A King, a Coin and the Birth of Modern Exeter

Tom Cadbury tells the story of a rare Alfred the Great penny recently acquired by the RAMM, the first coin ever struck in Exeter and one of only three known to exist. Doors open at 10.30am and entry is £6 on the door. Hosted by [Topsham Museum](#).

Friday September 18th - Estuary Men's Group

A new free group from the Estuary League of Friends, offering men a relaxed space to talk, share stories and suggest activities over a cup of tea. No need to book, just turn up. Nancy Potter House is on Nelson Close, Topsham EX3 0DX.

Selected dates in October - Pumpkin Patch at Darts Farm

Over 12,000 homegrown pumpkins to pick from, along with pumpkin skittles, a painting station, face painting and a warm spiced apple drink on arrival. Entry is £2.75 per person, with under ones free, and pumpkins charged separately. Dates and tickets are on the [Darts Farm website](#).

Thursday October 1st - Heavitree Strummers

An hour of classic songs from the ukulele group, held in the Bradbury Café at Nancy Potter House, EX3 0DX. Free to attend, with coffee, cake and lunch available to buy.

Monday October 12th - Coastal Mobility Repair Service

A new monthly drop-in with Glenn and his team, offering a free assessment and brake adjustment for walking frames, rollators, walking sticks, wheelchairs, powerchairs and mobility scooters. No need to book, just come along to the Community Room at Nancy Potter House, EX3 0DX.

Sunday October 18th - Ink, Paper & Print Fair

A hall full of contemporary illustration and print, including screenprints, linocuts, riso posters, artists' books, cards and badges. Tickets are free in advance or £2 on the door. Full details and advance tickets are available on the [event page](#).





Thank You for Being A Part of Our Community

Thank you for taking the time to read our September/October 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 our next edition - see you then!



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www.topshamsurgery.nhs.uk