

Topsham Surgery & Glasshouse Medical Centre

Patient Participation Group

Meeting Minutes

Meeting held 13 th October 2025, 16:30 at Glasshouse Medical Centre		
No.	Agenda Item	Minutes
1	Welcome and introductions	<p>Present: Mike (Chair), Peter, Cally, Patricia, Carole, Liz, Julia, Suzanne, Gary, Lyndsey, Will</p> <p>Welcome and introductions to the group.</p>
2	Minutes of last meeting & actions	<p>Actions reviewed and updated as below.</p> <p>Newsletter and poster distribution:</p> <ul style="list-style-type: none"> - Golf club declined both poster and newsletter distribution due to volume of requests and neutrality policies. - 100 Club declined. - Post Office/One Stop on Countess Wear agreed to have newsletters on the counter. - Existing placements include the surgery, Estuary League of Friends, and local pharmacies; current reach is mostly health and social care venues. - Mike will keep a central log of contacts, responses, and what each venue accepts (poster, leaflets, newsletters). Action Mike. - Once interest confirmed the practice team can produce posters quickly for newsletter / PPG information. - The format of the newsletter was discussed, which is currently A4 printed, however can be printed larger on request for those who are visually impaired. - Discussion around text-to-speech versions or plain text; which are currently not available however may be possible to produce upon request. - The practice team work closely with InFocus so will ask them for their thoughts and feedback on accessibility of the newsletter. Action Will. - The group asked whether the practice would know how many visually or hearing-impaired patients are registered, Will confirmed we would have a register of those who are registered blind or partially sighted; however not necessarily those with a hearing impairment (though would have a record of those who are deaf), as well as those who have been referred to audiology. - Will confirmed that the latest edition of the newsletter was circulated earlier that day, due to staff sickness in the wider team in the previous weeks. Ideally the practice tries to send out the newsletter on the last working day of the month. - Suggestion and discussion around the newsletter moving to less frequent intervals perhaps quarterly, something that the practice will consider. <p>Flu clinic attendance for communication survey:</p> <ul style="list-style-type: none"> - Covered below <p>Survey results:</p>

		<ul style="list-style-type: none"> - Outstanding (Will) <p>Content of Practice Manager update:</p> <ul style="list-style-type: none"> - Covered later <p>PPG section for newsletter:</p> <ul style="list-style-type: none"> - Suzanne kindly drafted a section for the newsletter which went out over the summer, saw a couple of patients get in touch as a result, Suzanne thanked. <p>Liaise with Emma Wonnacott around role as Community Builder and potential benefit to coming to future meeting:</p> <ul style="list-style-type: none"> - Attempts to contact Emma Wonnacott (community/bridge builder) have not been returned; Suzanne may casually check if she has moved on or still in the role. Action Suzanne.
3	Chair update	<p>Mike thanked Suzanne for the PPG section in the practice newsletter.</p> <p>Mike updated the group on recent comms to the practice PPG email address, Diane is stepping down due to time constraints, reducing the group to nine members.</p> <p>Mike proposed contacting Linda, who previously expressed interest, agreed for Mike to contact and invite to join.</p> <p>Younger members remain welcome, recruitment depends on responses.</p>
4	Practice update	<p>Will presented his Practice Manager's report to the group which covered:</p> <p>Mobiles and emails:</p> <p>Summary of how many patients have a mobile and/or an email recorded (96.8% have one or the other recorded).</p> <p>Appointment statistics against the national average:</p> <ul style="list-style-type: none"> - Recognising that a number in isolation is difficult to understand Will had reviewed some national data for practice level appointments to compare how the practice stands up against national statistics. - August 6,604 appointments delivered at the practice - NHS England reported 28.1M appointments across England in August for 63.8M people registered with a GP in England. - That roughly works out to 0.44 appointments per patient registered with a GP in the month. - The practice has 11,900 patients X 0.44 appointments = 5,236 based on the national data. - The practice delivered 26% / 1,368 more appointments than the national average / 0.55 appointments per registered patient. - This calculation is based on the nationally available data from NHS England and the Royal College of General Practitioners (RCGP). - The group feedback that this was good news, and that the practice should promote some of these statistics.

- There was a discussion around the number of DNAs and that it would be good to include a comparison month to month of DNAs, as well as the associated rough cost to the service of these. Will to look at doing this in future newsletters. **Action Will.**

Friends and Family Test data:

- 6,506 responses this calendar year.
- Of which 96% were positive
- 2% were negative
- 2% answered “didn’t know”
- The national average varies monthly however for August 2025 was 92% positive.

Complaints:

- In the year 2024/25 the practice received 13 complaints: down from 48 in the year previous (23/24).
- Currently this year (2025/26) the practice has received 6 complaints.
- Will explained the themes of complaints and that we try to learn from each complaint to improve the service.
- The group asked about compliments, which the practice does record; however do not report on these stats. Will will bring these to the next meeting. **Action Will.**

Newsletter:

- Will updated the group on the numbers receiving the newsletter, just over 1,600 recipients.

Suggested future content of newsletter (collated throughout meeting:

- Comparison of DNA statistics, and rough associated cost
- GP timetable
- How to complete the triage questionnaire (and why it is important)
- Confirmation that patients will receive messages from the hospital via the MyCare App, text message and other mediums, in a bid to reduce the number of DNAs at the hospital.
- Hearing aid battery disposal
- Promotion of the education placement rating “excellent”

Team changes:

- Charlie (previously our Apprentice who then went on to be one of our admin team and looked after our IT) left the practice in September for a career change. The group wished Charlie well.
- Will reported that the practice is actively recruiting for additional admin team members.

Surgery development:

- Will updated the group that we are concluding the tender process for the building work and hoping to be able to make a start before Christmas!

Training practice status:

		<ul style="list-style-type: none"> - Following the annual review, the practice has been rated as “Excellent” for the training experience that we offer to GP Registrars and Foundation Doctors. - It was suggested that we include this in the newsletter.
5	Members update	<p>Feedback from flu clinics</p> <ul style="list-style-type: none"> - Initial results shared with the group (full stats enclosed with these minutes) by Will. - Will thanked the group for their time taking part in the data collection process. - General feedback about the flu clinics was very positive, fast paced and well organized. Some patients didn’t want to engage at all with the survey. - Feedback that it was a different experience, but a really valuable one that gave a different insight to how the practice works.
6	AOB	<p>WhatsApp group for the PPG: Suggestion of a WhatsApp group, discussed but felt that email and our meetings were enough, too many WhatsApp groups for other commitments and wouldn’t like another one.</p> <p>Name of PPG minutes documents: Agreed to revise these to Topsham & Glasshouse PPG (or similar).</p> <p>GP contract:</p> <ul style="list-style-type: none"> - Concerns raised that the new GP contract changes advertised in the media will be disadvantaging non-digital patients. - Will explained that the practice last August had already considered this, and purposely designed the (then) new appointment system so that there was equal access regardless of whether patients had online access. - Will confirmed that the “triage questionnaire” can be completed via link by the patient, over the telephone with the receptionist, and by hand using the paper forms available from reception. - Will reiterated that the practice team are still here to help on the end of the phone, and that the new contract changes regarding online consultations had already been implemented by the practice long before it was announced in the media. - Request to include information about the ways to complete the pre-appointment “triage questionnaire” in future newsletter, agreed. Action Will. <p>Leaflet:</p> <ul style="list-style-type: none"> - Following Suzanne sharing the local health and care services information leaflet, the practice teamed up with a local law firm to commission guides for patients on the local health service; which have been being given out at flu clinics. - Copies were distributed during the meeting and more can be obtained via the surgery if required.

		Hearing aid battery disposal: <ul style="list-style-type: none">- Request to promote that the practice has battery bins in the waiting rooms. Action Will.
	Date of next meeting:	19th January 16:30 – Topsham Surgery