



Topsham Surgery & Glasshouse Medical Centre Patient Participation Group

Meeting Minutes

27th April 2026, Glasshouse Medical Centre

No.	Agenda Item	Minutes
1	Welcome and introductions	<p>Present: Mike (Chair), Gary, Peter, Julia, Suzanne, Cally, Patricia, Carole, Will, Lyndsey (Minutes).</p> <p>Apologies: Liz & Linda</p> <ul style="list-style-type: none"> - Apologies noted. - AOB to be added to the agenda
2	Matters Arising & Action Log	<p>Action Log Update</p> <ul style="list-style-type: none"> • WM has created an accessible version of the newsletter with image descriptions and larger plain text layout. This has been sent to InFocus for their feedback. • Cally noted that minutes for the PPG meeting are up high, LS to bring down lower so they can be read. • Telephone message reviewed by LS, but Peter has also reviewed several local practice's messages and ours is one of the longest • Peter wrote article for newsletter, part 2 will be published in April/May edition expanding on this further, Peter to review the final draft for WM to submit to the newsletter editor. Action Peter.
3	Practice update	<p>Will presented his Practice Manager's report to the group which covered:</p> <p>Statistics</p> <p>- Report circulated via email prior to the meeting covering appointments, GP whole-time equivalent, number of registered patients per GP and number of appointments offered per thousand patients, telephone data and online consultation data.</p> <p>The group requested it would be useful to have a short narrative from the practice/PM at the end of the report, covering our thoughts and views, and what, if any, actions are next. Action WM.</p> <p>Building Work</p> <p>- Building work at the Topsham is completed, all 3 duty rooms are now in use. Delays in renovations at the Glasshouse site, anticipated to completed and be in use soon. PPG members were offered the opportunity to look inside the new rooms at Glasshouse at the end of the meeting.</p> <p>Team Changes</p> <p>- Camilla (Practice Nurse), Joe (Duty Paramedic) and Dr Maxwell have all joined the Team in April.</p> <p>Patient Survey Results</p> <p>- WM shared the results of our Patient Survey, showing overall improved performance across key areas in 2026 compared to 2025, and significant improvement since 2024. It reflects a lot of hard work, dedication, and changes that have been made, all of which have</p>

		<p>contributed to these better outcomes. The biggest challenge now is making sure we maintain this level as well as continue improving it. We'll keep building on this progress and aim to keep improving in all areas, working towards delivering good patient care and service accessibility during challenging times. The results will be shared on social media and the practice website.</p> <p>-WM clarified the difference between the patient survey, and the Friends & Family Test (FFT), which is sent out via text automatically after each appointment (which includes if a patient has several appointments in the same week / month, as it is based on each individual appointment interaction). FFT is a national metric across the NHS and reported centrally.</p> <p>Facebook Posts A discussion was held regarding recent Facebook posts and the emotional impact these have on all members of the team.</p> <p>The practice and staff are limited in what they can do or respond to, due to confidentiality. Supportive comments were noted and appreciated by staff who continue to endeavour to accommodate every call they receive.</p> <p>The "waiting room is always empty" post was also addressed; WM explained that a lot of appointments are delivered via phone, and during the morning, the waiting rooms <i>are</i> much quieter. This is because the team are triaging requests via phone and online consultation for the first few hours of the working day, and then face-to-face activity increases from late morning and through the afternoon.</p>
4	Members update	<p>Community Voices Mike attended the first meeting via Teams and had circulated the full meeting notes previously. In summary:</p> <ul style="list-style-type: none"> • The Trust shared a draft single letter to advise patients that their referral had been received and was in process. They are seeking to reduce the number of letters patients receive and sought feedback from the group. • The Trust also shared a revised outpatient website layout and sought feedback from the group. • The Trust then shared its new communications plan, focusing on improving stakeholder engagement, GP engagement and managing patient expectations. • The Trust Updates covered: finances, reducing waiting lists, service improvements, and ways for patients and the public to get involved. <p>Mike requested that one of the other PPG members took on responsibility for representing us at future meetings, Peter kindly agreed to attend future meetings in capacity as Vice Chair.</p> <p>Stocktake Prior to the meeting Mike asked the group to consider the following question - <i>As we enter our second year, I'd be grateful if you would give some thought to the following question: Is the PPG what you expected and what do you think should be our priorities next year?</i></p> <ul style="list-style-type: none"> • Cally – felt that the group doesn't align with what is written on the PPG recruitment poster – however declined to elaborate on this during the meeting as she did not have the poster to hand. Mike pointed out that the group is now 1 years old and still finding its feet.

		<ul style="list-style-type: none"> • Suzanne – enjoyed patient engagement during flu clinic, noted it would have been useful to do this during COVID – agreed would be and to consider for the future. • Carole – Would like to do more/more helpful role for practice + patients, potential of the PPG to assist with fund raising, community events. Julia and Carole will work together on making contact with Estuary League of Friends • WM suggested looking at other PPGs / patient groups locally, potentially Kings Care in Kingsteignton who are well established and offer similar support to ELF or Budleigh. • Possibility of drop-in sessions held by PPG for patients to feedback, practice happy to facilitate/advertise/use consulting room for this. • Cally suggested an open forum meeting for the AGM; however, felt this may attract people with an ulterior agenda – WM asked Calley if she is aware of any specifics he would be happy to discuss this 1:1, as general feeling is that things are much better and overall satisfaction better. The format of the AGM will be a discussion point for the next meeting. Action MS. • Everyone to email Mike with what they are thinking / could contribute / improve and he will collate into summary list, and to take a moment to review the PPG section on the website to see if they feel the group is aligning with its advertised purpose. Action ALL/MS. <p>AGM AGM date TBD at next meeting, currently forecast for October. – Arrival time: 17:30 for a 18:00start.</p>
5	AOB	<p>Cancer Screening Blood Test (Cally) - Cally asked whether the practice offered the new cancer screening blood test. WM had briefly researched this prior to the meeting and from what was available online, this appears to be a new blood test (Galleri®) that has been accessible via research studies (The Galleri Trial) and not currently widely available on the NHS at this time. WM confirmed it was not a study that the practice had been offered to participate in, and appears to now be closed to recruitment.</p> <p>Jess's Law (Cally) - A query was raised regarding Jess's Rule and patient awareness. It was confirmed that information is displayed in GP consulting rooms and patient waiting rooms with the posters advertising Jess' Rule. A question was asked about how many patients had requested the rule be invoked, however no figures are available, as this is not something we can formally report on within the system.</p> <p>WM Partner (Cally) - Cally sought clarification whether WM was a Partner like the GPs, or if this was a title change. WM confirmed that he is a Partner like the GPs.</p> <p>Telephone Message (Peter) - Peter reviewed several practices opening message, and noted that ours is one of the longer templates. He suggested we could reduce the “abusive section” and consider streamlining elements such as Accurx Scribe and triage content (current duration: 2 min 7 sec). It was agreed that WM will review the “comfort message” which repeats each time when the caller is told their position in the queue, and LS will review the wording of the main message. Action WM / LS.</p>

	Date of next meeting:	20th July 16:30 – Topsham Surgery
--	-----------------------	---

Action log	Month	Who	Status
Ask for feedback from InFocus on the practice newsletter and accessibility	Oct-25	Will	In progress
Update the Medical Administrator (2) article and send final draft to WM	Apr-26	Peter	Complete
Provide a commentary to go with the practice statistics within the managers' report at future meetings	Apr-26	Will	
Peter to attend future Community Voices meetings in capacity as Vice Chair	Apr-26	Peter	
Consider and agree the format of the AGM	Apr-26	Mike	
Meeting minutes on display in the waiting room to be brought down lower so that they can be read	Apr-26	Lyndsey	Complete
All (members and practice) to review the PPG section on the website and their thoughts on whether the group aligns with its advertised purpose. Reflect on the past 12 months and consider the next year with regards to what the next steps are, how the PPG could improve and/or contribute more. Mike will then collate the responses for the next meeting.	Apr-26	ALL / Mike	
Review telephone welcome message and update/shorten where agreed	Apr-26	Lyndsey / Will	