

AUGUST 2025



TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your August Update

Welcome to your August update from all of us at Topsham Surgery. This month, we're sharing a behind-the-scenes look at what we delivered in July, updates on our flu clinics, and important health campaigns including Blood Cancer Awareness Month and the HPV vaccine catch-up programme.

You'll also meet two members of our physio team, hear from our re-established Patient Participation Group, and find a round-up of local events to enjoy in September. As always, thank you for reading - and for being such an active part of our community.

What We Delivered Last Month

In July, our team worked hard behind the scenes to keep everything running smoothly - **here's a snapshot of what we handled:**



7,409 appointments. That's more than 320 appointments every working day.



Issued 26,420 medications. That's roughly two items every minute during opening hours.



Sent 448 referrals to hospitals or specialist services that's roughly 1 in every 16 appointments resulting in a patient being referred on for further care.

Patient Voices

A big thank you to everyone who completed the Friends & Family Test in July. 637 responses were submitted, and we're really pleased to share that **95.9%** of you rated your experience as **'Good'** or **'Very Good'**.

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

"Very caring and competent approach by the Nurse. She made time to explain some interesting facts. many thanks and well done."

"I recently had a consultation session with Catherine Hilton regarding my diabetes management, and I couldn't be more pleased. She was absolutely amazing—professional, patient, and incredibly knowledgeable."

"The receptionist was extremely helpful and the doctor listened and gave helpful advice and took steps to help such as book tests and offer treatment."

Please keep sharing your thoughts, every response helps us to do better.



A Message From Your Practice Manager



Will Moyle, Practice Manager

Hello, I'm Will, the Practice Manager here at the surgery.

Welcome to the August edition of our newsletter. I'm really proud to share everything our team has achieved behind the scenes. Keeping the practice running smoothly is a real team effort, and we're always striving to deliver high-quality, patient-centred care.

We have been busy preparing for our Autumn vaccination campaigns, to ensure our patients are protected against flu and COVID.

If you have received an invitation for your vaccination at the surgery, please get in touch to book in, or if you would rather decline, please let us know and we will update your record to opt you out of further invitations this season.

Thank you for taking the time to read this month's update. We're grateful for every piece of feedback we receive, and always love hearing from our patients and local groups. We hope you've had a great August, and we'll see you at the end of September.

Patient Notice: Medical Students in the Practice

As a proud teaching practice, we regularly welcome medical students and trainees across a range of professions - including future doctors, pharmacists, and paramedics.

When you attend an appointment, you may be asked if a student can observe, or if you'd be happy to see the student first before they discuss your case with their supervising GP. This hands-on experience is an important part of their training, and we're incredibly grateful to our patients for allowing students to observe and examine them.



A Letter From Our Patient Participation Group (PPG)

We write to introduce ourselves as the PPG, which has been re-established this summer.

Informally our role is to act as a 'sounding board' for the practice and offer a patients' perspective. The PPG meets quarterly and discusses a variety of interesting issues with regard to the surgeries and services to patients.

Our formal aim is to establish and embed an effective relationship between the practice team and the patient population, communicate practice experience, suggestions, comments and compliments in an objective manner.

We are a group of ten patients representing our different areas and are actively seeking some younger members. If you would like to know more there's lots of information about the PPG, including the full formal Terms of Reference, on the practice website.

We would like to highlight that we think the Practice Newsletter is an important source of up to date information about what is happening at the practice. We want to maximise circulation so, as well as making printed copies available at the surgeries, we are hoping to make it available in other convenient locations.

We think it's important that all patients have the opportunity to read this monthly newsletter. To ensure you read it regularly please subscribe and encourage others to receive it by email [here](#). If you have any difficulty getting a copy please contact the practice directly.

As we develop, the PPG will take opportunities to meet with patients across the sites when possible e.g. you may see us when getting your flu jab.

If you are interested in joining the PPG or have any feedback you would like the group to consider you can email the Chair on: d-icb.topsham.patientgroup@nhs.net

We look forward to listening, hearing and acting (when appropriate) on your behalf.

Best wishes,

The PPG

SCAN ME



Scan to register your
interest in our PPG



Book Your Flu Vaccination - Clinics Now Open

Our annual flu clinics are back this autumn - and we strongly encourage all eligible patients to book in.

The first clinics will be held on:

- Saturday 4th October at Topsham Surgery
- Saturday 11th October at Glasshouse Medical Centre
- Saturday 18th October at Topsham Surgery
- More dates to follow.

Text invitations have already started going out. If you haven't received one but believe you're eligible, please contact the practice to book your appointment.

GP Practices like ours rely on the funding from providing this service and we have already purchased enough vaccines for our eligible patients. When you get your flu vaccine here at the surgery, not only are you protecting yourself and those around you - you're also supporting the practice.

Please do your bit by getting vaccinated with us this year. We'll be sharing more updates and extra clinic dates very soon.



Missed Appointments

In July, we saw 23 missed appointments. That's over 17 hours of clinical time wasted.

23

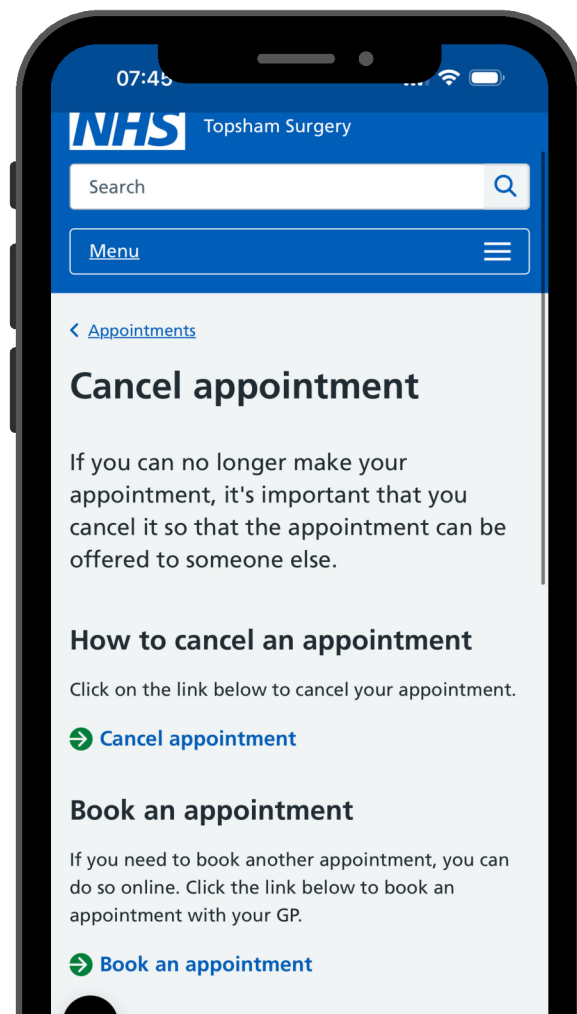
**Appointments
missed**

17

**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](#).





Blood Cancer Awareness Month - September

Every September, Blood Cancer Awareness Month shines a light on the many people affected by blood cancers like leukaemia, lymphoma, myeloma, and other rare conditions such as myelodysplastic syndromes (MDS) and myeloproliferative neoplasms (MPNs).

These cancers can affect people of any age and may present with vague or common symptoms such as fatigue, bruising, or infections - which is why awareness and early diagnosis are so important. Non-Hodgkin lymphoma alone is the sixth most common cancer in the UK, yet many people are unaware of the signs or where to turn for support.

At Topsham Surgery, we're proud to support national campaigns like this one, helping to raise awareness, improve early detection, and signpost support for patients and their families.

Where to Get Support

If you or someone close to you is affected by blood cancer:

- **Macmillan** offers information, financial advice, and emotional support: [macmillan.org.uk](https://www.macmillan.org.uk)
- **Blood Cancer UK** provides helpful resources and up-to-date guidance on symptoms, diagnosis, and treatments: [bloodcancer.org.uk](https://www.bloodcancer.org.uk)
- **Lymphoma Action** offers tailored information, support groups, and helplines for those diagnosed with lymphoma: [lymphoma-action.org.uk](https://www.lymphoma-action.org.uk)



How to Get Involved

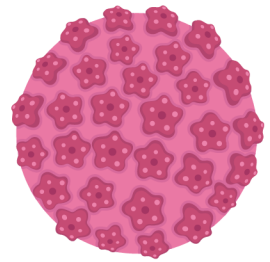
You can support Blood Cancer Awareness Month in a number of ways - by hosting or attending a Macmillan Coffee Morning, sharing your story to raise awareness, volunteering your time to help others affected by cancer, or making a donation to support vital research and services. You can also get involved in campaigning efforts to push for better care and support for those living with blood cancer. Find out more [here](#).



HPV Catch-Up Campaign

If you or your child missed the routine HPV vaccine at school, it's not too late to catch up. The HPV vaccine helps protect against several types of cancer, including cervical, throat and some head and neck cancers. It's offered free on the NHS for eligible young people up to their 25th birthday.

If you're unsure whether you're eligible or think you've missed a dose, contact your GP surgery or visit the NHS website for more information: www.nhs.uk/hpv.



Research at Topsham Surgery

At Topsham Surgery, we're proud to be a research-active practice working closely with the NIHR Exeter Clinical Research Centre (CRF). This local partnership between the NHS and the University of Exeter focuses on turning scientific discoveries into real patient benefits. It covers areas such as diabetes, neurodegeneration, genetics, rehabilitation, and clinical mycology.

To learn more about research happening in our region, visit the NIHR Exeter CRF website [here](#).



EASi-HF Trial: Now Recruiting Participants

The EASi-HF clinical trial is currently recruiting people with chronic heart failure (HF) and a left ventricular ejection fraction (LVEF) of 40% or higher.

This national study is exploring a potential new treatment that may improve outcomes for people living with HF. The trial includes free treatment, close monitoring, and reimbursement for trial-related travel.

If you're aged 18 or over, were diagnosed with heart failure more than 3 months ago, and are already receiving treatment, you may be eligible to take part. Find out more [here](#).



National Emergency Alert Test

At 3pm on Sunday 7th September, the UK Government will be testing its national Emergency Alerts system. This will trigger a loud 10-second alarm on mobile phones across the country - even if your phone is set to silent.

The system is designed to warn people of life-threatening emergencies like extreme weather or public safety risks.

However, domestic abuse charities have raised concerns about the risk this may pose to people with hidden or secondary phones.

If you need to disable the alert, you can do so in your phone's settings. Refuge has published a [step-by-step guide](#) on how to turn these alerts off for iPhone, Android, and Huawei devices.





Are You on Depo-Provera Injections?

We're now offering eligible patients the option to switch from Depo-Provera to Sayana® Press - a self-administered version of the same contraceptive medicine.

Sayana® Press offers the convenience of injecting at home every 12–14 weeks, rather than attending in-practice appointments. If you currently receive Depo-Provera injections at the surgery, your nurse may discuss this option with you during your next appointment.

If you're happy to make the switch, you'll receive full guidance on how to self-administer and be given a prescription to collect from your pharmacy.

Find out more [here](#).

Our Community

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

August - September - Women's Rugby World Cup 2025

Exeter will be hosting the biggest celebration of women's rugby this summer, as we welcome the Women's Rugby World Cup. Sandy Park stadium will host more matches than any other host city throughout the tournament. Find Sandy Park confirmed matches [here](#).

From 11th August onwards - Topsham Museum Nursery Rhyme Trail

Instructions can be found on the posters around Topsham – the QR code will take you to the Museum website where detailed instructions and the route map showing participating shops and venues can be accessed.

At each venue there will be a specific QR code to the relevant nursery rhyme lyrics. You can do the trail at any time, in any order - all at once or in bite-size chunks. We hope you have fun finding your way around Topsham, singing the rhymes as you go!

Wednesday 3rd September - Silent Book Club

Join the Silent Book Club at Topsham Brewery for a relaxed evening of quiet reading and community connection. Held upstairs at the taproom from 6-8pm on the first Wednesday and third Monday of each month, it's free to attend - just bring your own book. Settle in, read in silence, then stick around for a friendly chat and optional drink afterwards.

Sunday 14th September - Fore Street Flea Market

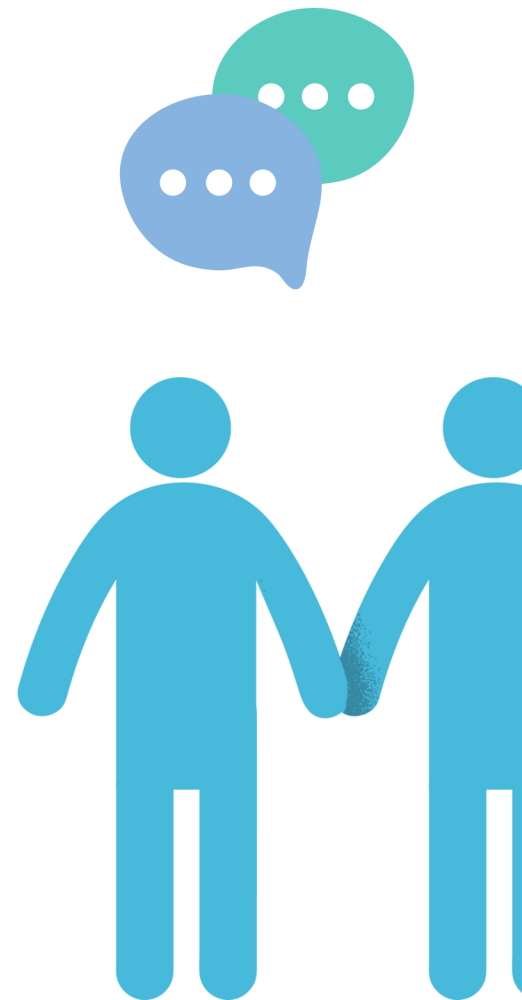
Visit the flea market for an eclectic mix of stalls offering everything from vintage treasures and pre-loved clothing to handmade crafts, original art, and delicious food and drink. There will also be live entertainment. Find it in the West Quarter from 12:00 - 16:00.

Thursday 18th September - Cream Teas for Cancer

You can enjoy two fresh scones with Devon clotted cream, jam and a teabag - all for just £6. It's a delicious way to support local people affected by cancer, whether you're gathering friends, family or colleagues. Orders are delivered by volunteers straight to your door - just place your order and enjoy a taste of Devon, all while making a difference. Find out more [here](#).

September 25th - 27th - The Creative Craft Show

The Creative Craft Show returns to Westpoint Exeter from 25th-27th September 2025, bringing a packed programme of workshops, demos, and stalls for makers of all kinds. From stitching and dressmaking to card-making and cross-stitch, the show is a haven for crafters looking to explore new ideas, stock up on supplies, or connect with fellow enthusiasts. Expect live demonstrations, expert tips, and plenty of inspiration under one roof. Get tickets [here](#).





Meet The Team

At Topsham Surgery, you may not always see a GP, and that's intentional. We have a highly skilled team of healthcare professionals who are trained to manage a wide range of health concerns.

Over the coming months, we'll be spotlighting different members of our team to help explain their roles, and why you might be booked in with a nurse practitioner, paramedic, or another specialist instead of a GP.



Sam & Mike First Contact Physiotherapists

Hello, we are Sam and Mike and we are your musculoskeletal specialists also known as first contact physiotherapists.

We are able to assess, diagnose and advise you on a variety of musculoskeletal conditions such as; joint injuries, arthritis, problems with muscles, ligaments, tendons or spinal pains /related pains in your arms or legs. This can include nerve symptoms such as pins and needles.

We will give expert advice on how best to manage your condition, whether this involves simple advice, online or paper resources or self-directed exercises. We may refer on for further tests, X rays or scans if your problem is unclear or these will help with your treatment. We can prescribe some medications and are experienced at carrying out soft-tissue or joint injections. If you need more support, we can refer you to our outpatient physiotherapy team or onto specialists at the hospital.

You can book an appointment directly with us via the reception team, which means you won't need to wait for a referral from a doctor.



Thank You for Being A Part of Our Community

Thank you for taking the time to read our August 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 next month's edition - see you then!



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