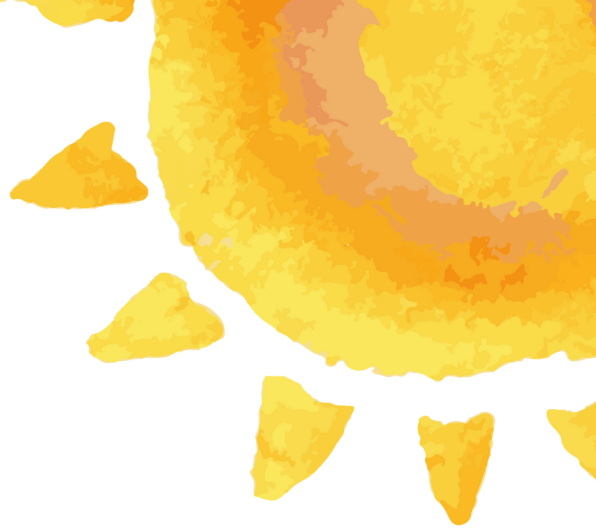


JULY 2025



TOPSHAM SURGERY NEWSLETTER

Keeping You Informed, Connected & Cared For.





Welcome to Your July Update

As the summer holidays begin, we're bringing you another round-up of updates, tips, and local highlights to help you stay informed and supported.

In this edition, we share the latest Friends & Family Test results, explain how to use the Doctor First appointment system, and introduce some of the team members who help keep our pharmacy services running smoothly.

You'll also find updates on NHS hearing aid battery services, recommended health websites, and useful information ahead of World Breastfeeding Week.

There's lots happening in our local community too —from moonlight swims and Charter Day celebrations, to local produce shows.

School Age Vaccinations

Did you know that children are routinely offered important vaccinations at school, including protection against flu, MMR, HPV, meningitis, and more?

These vaccinations play an important role in keeping young people safe from serious illnesses, and are offered across different year groups throughout their school journey.

If your child is home-educated, anxious about vaccinations, or missed their school session, there are community clinics available across Devon to make sure they don't miss out.

Visit [this website](#) to find out more or call 01392 342 678 for further guidance.

Patient Voices

A big thank you to everyone who completed the Friends & Family Test in June. 569 responses were submitted, and we're really pleased to share that **94.9%** of you rated your experience as **'Good'** or **'Very Good'**.

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

"The nurse and medic looked after me excellent ladies and probably saved my life"

"I didn't need to wait long until I was called to my appointment and the doctor (Playfair) was very good, taking time to find out how I was feeling and explaining the condition to me and answering my questions."

"Physio Mike gave excellent helpful advise, helped me to make decisions, so professional & thorough"

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 third edition of our monthly newsletter! We're delighted so many of you are reading - thank you for being part of it.

As we head into July, we'd like to wish all families a smooth and happy start to the school summer holidays. Fingers crossed for some sunshine - ideally the kind that avoids both heatwaves and torrential rain (we can dream!).

As always, we love hearing from our community. If you're part of a local group or have something you'd like to share in a future edition, just drop us a line at d-icb.topsham.newsletter@nhs.net.

Thanks for reading - we hope you enjoy this month's update!

Keep Your Eye Out For Flu Vaccinations

We're already getting ready for this year's flu vaccination season, with clinics planned to begin in October (pending confirmation from NHS England).

GP Practices like ours rely on the funding from providing this service and we have already purchased enough vaccines for our eligible patients.

When the time comes, please support the practice by booking your jab with us.

Invitations will start to be sent throughout August so please ensure your contact details are up to date.

Our Patient Participation Group

Our Patient Participation Group (PPG) plays an important role in helping us improve the care and experience we provide.

The minutes from the April and May meetings are available on the practice website, as well as more information about the PPG and their Terms of Reference [here](#).

The PPG is open to all patients. If you'd like to help support the partnership between patients and the practice, we'd love you to get involved.

Register your interest [here](#) or email Mike, the PPG chair on: d-icb.topsham.patientgroup@nhs.net.



SCAN ME



Scan to register your interest in our PPG

Missed Appointments

In June, we saw 69 missed appointments. That's over 18 hours of clinical time wasted.

69

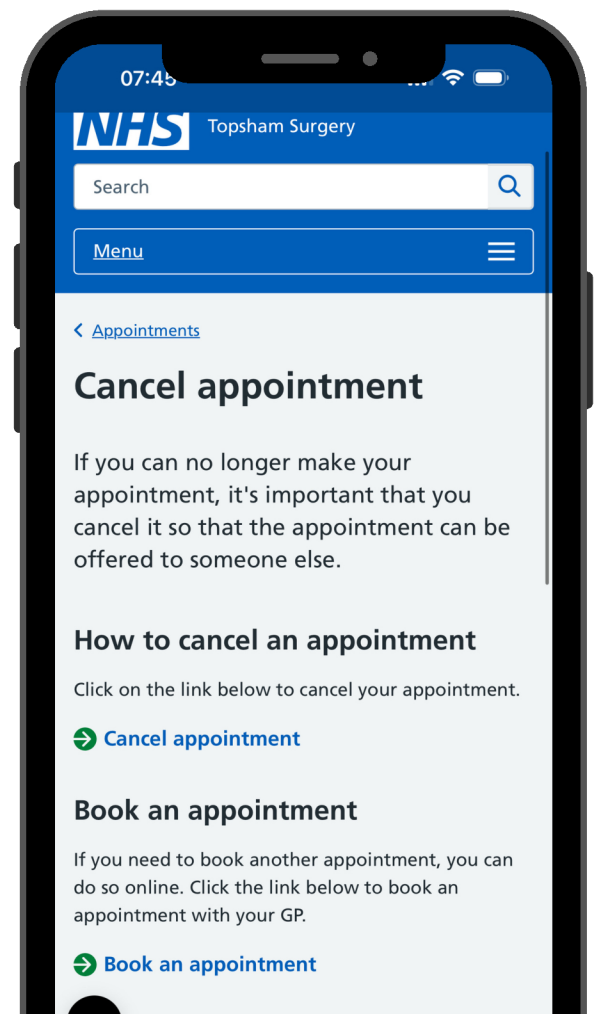
Appointments
missed

18+

Hours of
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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](#).



World Breastfeeding Week



World Breastfeeding Week will be on August 1st - August 7th this year. It's a great chance to celebrate, support, and raise awareness of infant feeding - whatever that looks like for your family.

Around 74% of mums in Devon start breastfeeding, but that number drops by 6-8 weeks. Many stop due to common but treatable issues like sore nipples or worries about supply. You're not alone, and help is available.

There are [brilliant local resources](#) for parents, partners, and families - from helplines to in-person clinics and peer support groups.

Whether you're breastfeeding, formula feeding, or mixed feeding, responsive support is out there to help you and your baby thrive.



Farewells and Welcomes

This summer we're saying goodbye and hello as part of our regular GP training rotations.

Farewell to Dr Jack Tremlett

Dr Tremlett has been with us for the past year as part of his GP training. He'll now be moving on to another practice to complete the final year of his programme. We'd like to thank him for all his hard work and wish him the very best as he continues his training.

Welcome to Dr Aimee Phillip and Dr Rahul Gupta

Joining us in August is Dr Aimee Phillip, a Foundation Year 2 Doctor, and Dr Rahul Gupta, GP Trainee (year 2). We're excited to welcome them both to the team and we know our team and patients will help them feel right at home.

Health Websites Our GPs Recommend

Thank you to Peter for sharing a recent article on reliable health websites. We know how easy it is to feel overwhelmed or misled by online health information, so we wanted to highlight a few trusted resources that our GPs regularly recommend.

[NHS.uk](#) - A reputable and trusted source for information on symptoms, health conditions and when to seek further help .

[MyHealthDevon](#) - Information about local NHS services, referrals, support and hospital waiting times.

[Royal Devon University Healthcare](#) - Their website includes a useful section with Patient Information Leaflets tailored to local care.

[HANDi Paediatric App](#) - Advice on common childhood conditions and illnesses, developed by paediatric consultants giving parents more confidence in dealing with minor conditions.

Changes to The NHS Hearing Aid Battery Services

As of April 2025, NHS Community Audiology Services have changed.

This means GP surgeries, including ours, are no longer able to supply batteries for NHS hearing aids.

If you received your hearing aids through CHIME, you can now collect replacement batteries from several locations in Exeter, including M&S Opticians (inside the High Street store) and two Devon Hearing Services sites in Kew Court and Southernhay Gardens.



For those unable to collect batteries in person, Devon Hearing also offers a postal service. You can arrange this by calling 01392 305746 or emailing info@southwestaudiology.com. Please contact these services directly for further support or information.





How to Use the Doctor First Appointment System

At Topsham Surgery and Glasshouse Medical Centre, a number of our GPs use the Doctor First appointment system - a GP-led triage model used widely across the country. This system allows us to ensure patients are seen by the right clinician, at the right time, based on their needs.

When you request an appointment, we'll ask for a brief description of your medical concern. You'll then receive a text message with a secure link to complete a short pre-appointment questionnaire.

Please fill this in as soon as possible - it gives our GPs the information they need to review and prioritise patients fairly and safely. If you don't have access to the internet or a smart device, just let our team know when you call and they'll happily go through the questions with you over the phone.

All information is kept confidential and is used only to help us direct you to the most appropriate care, whether that's a GP, Paramedic, Nurse Practitioner, or another member of the clinical team. All members of the team are trained in and are bound by confidentiality.

By completing the questionnaire promptly and with clear information, **you help us, help you.**

Our Community

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

Andy's Man Club - Peer Support for Men

Andy's Man Club offers free peer-to-peer mental health support groups for men aged 18+, running every Monday evening from 7-9 pm (excluding bank holidays) at venues across Exeter. Learn more [here](#).

The 100 Club - Community Bingo

The 100 Club Community Group hosts bingo on the second Saturday of every month at Countess Wear (EX2 7EH). Eyes down at 7pm. Tea, coffee and soft drinks are available. All welcome.

The 100 Club - Stay and Play

The 100 Club Community Group runs relaxed stay-and-play sessions for children aged 0-5 and their parents or carers every Tuesday during term time, from 10:00 to 11:30am. Held at the 100 Club, Wear Barton Road (EX2 7EH), sessions include a healthy snack bag on departure. A £2 donation is suggested.

Saturday August 9th 9:30pm - Moon Swims

Visit Topsham Swimming pool to take part in monthly moonlight swims. This event is 16+ and normal entrance fees apply. Just bring your swimmers and swimming cap!

Sunday August 17th 2:00pm - Flower & Vegetable Show

The Topsham Flower & Vegetable show is a friendly competition in garden and kitchen produce and also garden-related photography and poetry. It will be taking place at Matthews Hall from 2-4pm. Find programmes and entry forms at Topsham Bookshop, Nancy Potter House, TAGS Trading Hut or topshamags.co.uk.

Sunday 24th August - Topsham Charter Day

Join in the festivities for Topsham Charter Day, with a street market, fancy dress competition, local games, live music and more. Activities take place across the town from 1pm until 10pm. A full schedule of Town Fayre Week events can be found on the Love Topsham website, [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.



Jemma & Claire Pharmacy Technician & Medicines Coordinator

Jemma and Claire lead our practice Pharmacy team and bring with them a wealth of experience. They have a combined experience of 40 years working within Pharmacy across GP, Hospital and Community Pharmacy environments.

They are able to assist with general queries regarding medications, supplying alternatives due to stock shortages, medication changes following hospital appointments and supporting with medication monitoring and compliance.

Top Tips from the Team: Helping Us Help You with Prescriptions

To make sure your prescription requests are processed as smoothly and quickly as possible, here are a few helpful tips from our team.



- When requesting medications that aren't on your usual repeat prescription, providing additional information with the request, such as **when you last had it, why you are requesting it, and what it is for** will enable the team to process your request much faster.
- If you receive a message from us asking for more information, **please try to respond as soon as you can**. The link to reply remains active for 7 days, but the sooner you respond, the quicker we can deal with your request.
- If you are requesting a change to a prescription such as the amount, **please let us know why you are asking for this to be changed**. Our standard policy is to issue up to 2 months of medication at a time (with the exception of HRT and contraception), in line with national guidance to reduce waste and support safe prescribing.

If you're able to include the right details upfront and respond promptly to our messages, you're helping us keep the prescription process smooth, safe, and efficient for everyone!



Thank You for Being A Part of Our Community

Thank you for taking the time to read our July 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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