

# Topsham Surgery – Patient Participation Group (PPG)

## Meeting Minutes

Date: Monday 14th April 2025

Time: 16:30

Location: Topsham Surgery

### Attendees:

Practice team - Will Moyle (WM) Practice Manager (Chairing) , Lyndsey Sambells (LS) Office Manager (Minutes)

PPG Committee - Mike, Peter, Diane, Gary, Jan, Suzanne, Patricia

### 1. Arrival and Refreshments

### 2. Welcome and Introduction

- The meeting was opened by Will Moyle (WM) and the group welcomed and thanked for their interest in the Topsham Surgery PPG.
- Members of the PPG introduced themselves.

### 3. PPG Confidentiality and Terms of Reference

- Terms of Reference were discussed alongside queries and questions as they arose which were addressed by WM. Amendments agreed and will be sent to the Chair for review and signing. **Action WM.**
- WM conducted a briefing on the contents of the PPG Confidentiality Policy and Agreement; which was reviewed and signed by each member. WM will circulate a copy of the agreement to members for their future reference. **Action WM.**
- DBS checks were queried – WM confirmed they are not required for PPG members, as they will not be carrying out regulated activities (under CQC), nor will they have unsupervised contact with vulnerable adults or children during their role within the PPG.
- Sharing and use of PPG member information was discussed with regards to what is shared on the Practice website. It was agreed that a generic email address will be setup and made available to patients to contact the PPG, with an Out of Office applied to the

email address to ensure it is used for appropriate contacts. Members personal contact details will not be published on the practice website. **Action WM.**

#### 4. Committee Roles

- PPG Committee role description reviewed.
- Both unopposed, Mike was elected for Chair and Peter for Vice Chair, for a 1-year term.
- The Practice will continue to provide the role of Secretary through either WM or LS until such time a volunteer would like to take on this role.

#### 5. Communication

- Mode of communication was discussed, currently the practice communicates primarily via text message, displays in the waiting room and via the Facebook page for the surgery. Query regarding the number / percentage of patients with emails and/or mobile phones. WM will confirm this. **Action WM.**
- Noted that for those who are not digitally enabled, and do not attend the surgery frequently, that there is little information available from or about the surgery. The merit of a newsletter was discussed and locations within the community where it can be made available from. Gary provided a copy of the Budleigh Salterton PPG newsletter as an example. WM will look into a practice newsletter which can be distributed in paper format to Estuary League of Friends / Nancy Potter House, Pharmacies, St Matthew's Hall, Newcourt Centre and other community spaces. **Action WM.**
- It was suggested that a noticeboard within the Community would also be useful, and requested whether the PPG could have an area within the waiting room noticeboards, which are currently quite overwhelming with the amount of information on display. **Action WM** to contact within the Community for a noticeboard. **Action LS** to declutter the noticeboards in the waiting room.
- Noted that the TV screens in the waiting room are a good source of information.
- It was agreed that email will be used to communicate amongst the PPG; members will inform WM by reply of which email address they are happy to be shared within the PPG group. **Action All.**

Once confirmed, WM will circulate an email to all, copying in everyone so that the email addresses are visible. Agreed that other members email addresses will not be shared outside of the PPG group, and to respect and maintain each other's privacy in this regards.

#### 6. Practice Update

- **Boundary application:**  
WM provided an update on the outcome of the Public Consultation on the reduction of the practice boundary. Overall, in support of this change given the vast area that the practice covers. An application has been submitted to NHS Devon for their consideration. Noted by members that the boundary will continue to be quite large, and

recommend keeping under continual review if further developments are planned in the area.

- **Patient survey results:**

Reviewed the latest results from the practice survey undertaken in January 2025, alongside the trend from recent years. Noticeable improvement seen within the results which will be attached to the minutes. Noted that these will be shared via Social Media and in the waiting rooms, newsletter in the future will also include information such as this to reach a wider audience.

- **GP Changes**

WM informed the group of the changes with the GPs; whereby Dr Beaumont has retired as a GP Partner, but staying with the practice primarily as the Duty Doctor one day a week.

Dr Boyce has become a GP Partner, and Dr Acklom who joined the practice in February 2024 to cover Dr Phillips' maternity leave, has stayed as a regular GP with the practice.

The group asked regarding the number of whole time equivalent of GPs; as well as the age split of the practice population. WM explained that in addition to GPs we have an Advanced Nurse Practitioner, Paramedic and GP Trainees who compliment the clinical team. Noted that this information would be useful to inform and promote to the patient population. WM will bring this information to the next PPG meeting. **Action WM.**

## 7. Any Other Business

- Expenses – WM confirmed that expenses will not be routinely reimbursed for the PPG; facilities, meeting venue and refreshments will be provided by the practice, in addition to printing and stationary costs; however, there is no budget to reimburse travel costs for example.
- WM gave an overview of the structure of the NHS and Primary Care Networks (PCNs). Complicated structure however WM will include a structure from the Kings Fund with the minutes of the meeting to aid visual understanding of how GPs and PCNs are commissioned.
- A Local NHS & Care Services Leaflet was shared which was received in the mail. Not everyone received a copy however WM illuded that it was likely postcode specific based on proximity to the nearest A&E department. LS to follow up on obtaining additional copies of this. **Action LS.**
- Aims of the PPG:
  - What services the practice offers.
  - How to access GPs and treatments.
  - To gather patient concerns and suggestions for improvement.
- Suggested that members think about measurables, and what each of us would like the PPG to have achieved in i.e. 12 months time; and bring to the next meeting. **Action all.**

## 8. Next Meeting

Agreed to alternate sites for meetings equally between Topsham and Glasshouse.

Date: Monday 12th May 2025

Time: 16:30

Location: Glasshouse Medical Centre

Agenda: Standard agenda as agreed in the Terms of Reference.

Items for Any Other Business (AOB) to be provided by the Chair via email, at least 1 week prior to meeting.

### Action log:

Topsham PPG meeting action log (MASTER SHEET)			
Action log	Month	Who	Status
Review and sign PPG Terms of Reference	Apr-25	Will / Mike	Sent
Circulate copy of the PPG Confidentiality policy and agreement	Apr-25	Will	Complete
Create a PPG email address	Apr-25	Will	Requested
Update the Practice website to include the email address once created	Apr-25	Will	Outstanding
Provide percentage of patients who have emails and mobile numbers	Apr-25	Will	Completed
Enquire regarding a practice newsletter to further the reach to the community	Apr-25	Will	Completed
Contact within the Community to arrange a noticeboard for the practice	Apr-25	Will	Outstanding
Declutter the noticeboards in the waiting room and allocate PPG space	Apr-25	Lyndsey	Started
Provide Will with the preferred email address for PPG business	Apr-25	All members	Requested
Provide a list/breakdown of GP and associated clinicians	Apr-25	Will	Complete
Provide a comparison of the patient population against the national average	Apr-25	Will	Complete
Obtain additional copies of the Local NHS & Care Services leaflet	Apr-25	Lyndsey	Requested