

Summer 2026 Newsletter

We are excited to share the latest updates from our Patient Participation Group (PPG). The Patient Participation Group (PPG) is a group of 8 patients who work with our healthcare team to improve the care and services we offer.

This newsletter is a way for us to keep you informed about the work we're doing, share opportunities to get involved, and provide valuable health information to support your well-being.

Changes at Chilcote Surgery

- We are pleased to announce that a new pharmacy technician, Angie, has joined the team, along with Tanya, our new receptionist, and Soraya, our trainee phlebotomist.
- We have also recruited two new administrative apprentices who will shortly be joining the team.
- We have also successfully recruited another two GPs to add to our team who will be joining us over the coming months, Dr Baiwa and Dr Pugsley.

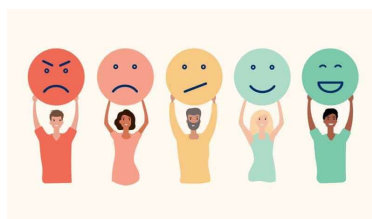
Have your say – Complete our Patient Survey 2026

We are always looking for ways to improve the care and service we provide to our patients, and your feedback plays an important part in helping us do that.

We're pleased to receive positive feedback when we've got things right, but we also welcome constructive suggestions about how we can improve.

Every response helps us better understand what matters most to our patients and where we should focus our efforts.

The survey is quick to complete, and all feedback is carefully reviewed by the practice team. The link to the survey can be found here: <https://forms.microsoft.com/e/zVExhecg6U>



<https://www.gatesheadsexualhealth.co.uk/new-digital-platform-for-patient-feedback/>

Please help us keep appointments running on time

Over the last few months, we have received a number of Friends and Family Test comments from patients who have arrived a few minutes late for their appointment and have been disappointed when they have not been seen.

Most appointments are only 10–15 minutes long, so even a few minutes' delay can affect everyone else waiting to be seen. To ensure clinics run safely and fairly for all patients, we may sometimes need to rearrange appointments if a patient arrives late.

We understand that delays can happen and appreciate your understanding. Arriving a few minutes before your appointment helps us keep clinics running on time and reduces waiting times for everyone.

Thank you for your understanding and for helping us provide timely care to all our patients.

Staying Well This Summer

As the weather gets warmer, remember to stay hydrated, use sunscreen and seek shade during the hottest part of the day.

If you're taking regular medication, check with your pharmacist if you are unsure how it should be stored during hot weather. If you're travelling, please remember to request repeat prescriptions in good time.

Further NHS summer health advice is available at:

- <https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/>
- <https://www.nhs.uk/live-well/seasonal-health/>

We hope everyone enjoys a healthy and enjoyable summer.



<https://www.torquay.com/eat-drink-shop-play/babbacombe-downs>

Flu and COVID Vaccinations – Looking Ahead to Autumn

Although summer has only just begun, preparations are already underway for the autumn vaccination season.

The NHS has confirmed that both flu and COVID vaccination programmes will run again this autumn for eligible patients. Vaccinations are expected to begin from October, with flu and COVID vaccines being offered together where appropriate.

Our team is currently planning how the programme will be delivered locally, and we will contact eligible patients as soon as appointments become available.

If you are eligible, we strongly encourage you to take up the offer of vaccination. These vaccines remain one of the most effective ways to reduce the risk of serious illness and hospital admission during the winter months.

We will share further information about clinic dates and booking arrangements through text messages, our website and our social media channels as soon as details are confirmed.



<https://www.gpjerichotwo.co.uk/news/autumn-flu-and-covid-vaccination>

Breast Screening (Mammograms)

Breast screening can help detect breast cancer early, often before symptoms develop. Women are usually invited for their first mammogram between the ages of 50 and 53, and then every three years until age 71. If you are over 71, you can still request screening.

In South Devon, screening is available at Torbay Hospital and local mobile screening units. Please ensure the practice has your current contact details so invitations reach you.

South Devon Breast Screening Service

- Torbay Hospital, Lowes Bridge, Torquay, TQ2 7AA
- Appointment enquiries: 01803 655350
- New bookings: 01803 654152

For more information: <https://www.nhs.uk/tests-and-treatments/breast-screening-mammogram/>

Lung Cancer Screening

The NHS Lung Cancer Screening Programme is being rolled out across Devon to help detect lung cancer at an earlier, more treatable stage. It is available to eligible people aged 55–74 who smoke or have smoked in the past.

Eligible patients will be contacted directly and offered a telephone assessment. Some patients may then be invited for a low-dose CT scan. Early detection can make treatment more successful, so we encourage eligible patients to attend when invited.

For more information:

- NHS Lung Cancer Screening: <https://www.nhs.uk/tests-and-treatments/lung-cancer-screening/>
- Peninsula Cancer Alliance (Devon Programme):
<https://peninsulacanceralliance.nhs.uk/lung-cancer-screening/>



<https://www.bbc.co.uk/news/articles/crrzxy04ko>



<https://www.torbayandsouthdevon.nhs.uk/services/breast-care-unit/breast-screening/>

PPG Feature - A Chatto Mystery

Living in Exeter during WW1 Mrs Alice Clapp was involved in the reception of Belgian refugees. Her grandson, Michael Clapp, stated that in 2008 he inherited two old suitcases from his grandparents. One case contained a small black book containing the details of some 500 Belgian refugees. Written in the refugees own handwriting were their names, ages, occupations, home addresses etc. as well as the people or places where the refugees were accommodated. Michael Clapp was intrigued by one refugee viz. Jacques Joseph Hamoir, for at the end of page 41, there was the barely legible name of a 57-year-old retired gendarme who had arrived in Exeter 18th January 1915 from the Belgium town, Herstal, together with his 17-year-old son, Lucien. That February their accommodation was provided by Mrs. Potts-Chatto at the Daisons mansion St. Marychurch. Hamoir was the only gendarme recorded in the book and its likely that Agatha Christie met him during her piano recitals at the Daisons. Hence the possibility that he became her inspiration for Hercule Poirot; interestingly a passage from Agatha's autobiography "Why not make my detective a Belgian? There were all types of refugees. How about a refugee police officer? A retired police officer".

Michael Clapp discovered that a Daily Telegraph reporter in Brussels, Bruno Waterfield, had contacted the Herstal Town Council archivist, Mme Isabelle Le Ponce, who confirmed that the retired gendarme, Jacques Hamoir and his son had escaped to England. A book about the gendarmes, written by Mme Le Ponce, contains a photo of the short, bright and alert Hamoir, even sporting a Poirot style moustache. Mme Le Ponce further researched that Hamoir had left the Gendarmes to become an officer in the Army, fighting in several actions before being wounded. Born 1858, Hamoir appears to "fit the bill" for Agatha's choice for her dapper sleuth. So, just possibly, "Hercule Poirot" could have been seen in the High Street doffing his distinctive Homburg hat or, with cane, promenading along The Downs.

References & with thanks to

Amsab-Instituut voor Sociale Geschiedenis Bagattenstraat 174 9000 Gent

Michael Clapp, Bruno Waterfield and Mme Isabelle Le Ponce

Your Feedback Matters

After each appointment with Chilcote Surgery, you will be sent a quick survey on your approach, which is reviewed by the Management team, and the responses are discussed at each PPG meeting. If you would like to opt out of these messages, please contact us as submissions are anonymous and we can't action requests without patient information.

Get Involved: Join the PPG

We're always looking for new members to join our Virtual Patient Participation Group. If you are passionate about improving healthcare services and have ideas to share, we would love for you to get involved. If you're interested in joining, please contact us on our email address or by filling out a form in reception.

Stay Connected with Us

Email Us: If you have questions, suggestions, or want to join the PPG, feel free to reach out at - d-icb.chilcoteppg@nhs.net, Follow Us on Social Media: Stay up-to-date with PPG activities and upcoming events by following us on the dedicated PPG page on the Chilcote Surgery website - www.chilcotesurgery.co.uk/patient-participation-group