

Autumn 2026 Newsletter

Updates from Chilcote Surgery and our September PPG meeting

Welcome

This edition shares the main updates discussed with our Patient Participation Group in September. The PPG brings together patients and the practice team to review feedback, discuss service developments and identify practical improvements for patients.

Changes at Chilcote Surgery

- Two new GPs, Dr Baiwa and Dr Pugsley, have started with us.
- Dr Lyle will leave the practice in November.
- A new Practice nurse is joining the team in October.
- Two new receptionists have joined the team.

Patient survey: thank you

Our 2026 patient survey received 442 responses after being shared with the Virtual PPG, on social media and in our waiting rooms. Respondents rated key areas on a five-point scale, where 5 was the most positive score. The results show strong ratings for staff and overall experience, while ease of contact remains an area for improvement.

Telephone access

Ease of contacting the surgery received an average rating of 3.47 out of 5. We are reviewing how access can be made easier. Patients who are able to use online services are encouraged to submit requests through Accurx, which can be accessed through the practice website. Telephone and in-person support remain available for patients who cannot use online services.

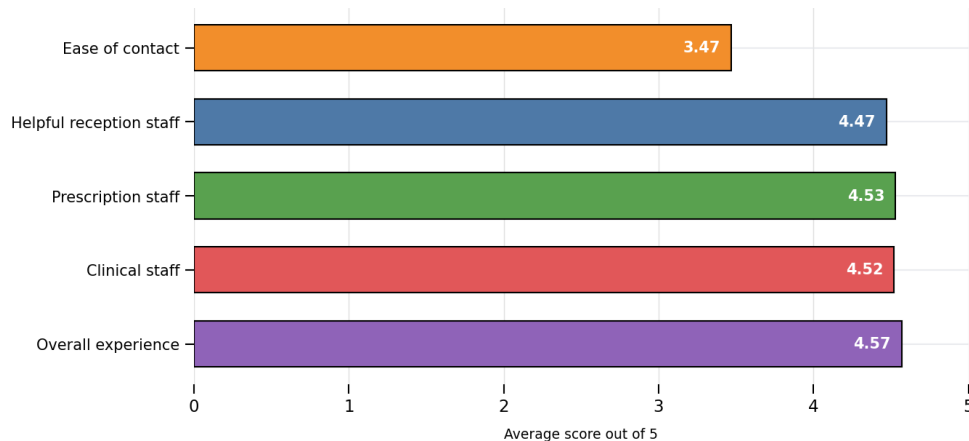
Enhanced Access appointments

Survey responses showed that awareness of Enhanced Access appointments could be improved. These additional appointments are available outside normal core hours, including weekday evenings, Saturdays and Sunday mornings. Please ask the reception team whether a suitable Enhanced Access appointment is available when booking.

Friends and Family feedback

Recent Friends and Family Test responses continue to inform improvement work. The check-in screens had a short outage following a software update, and the blood-pressure monitor table and seating at Chatto are being changed following feedback.

Patient survey scores



The survey results were strong overall. Ease of contact is under review, alongside feedback about telephone waiting times, booking ahead and continuity with a preferred GP. We will also continue improving awareness of Extended Access and Pharmacy First.

More ways to access NHS care

The patient survey showed that awareness of Enhanced Access and Pharmacy First could be improved. These services may help patients obtain appropriate advice or an appointment without relying only on routine weekday GP appointments.

Enhanced Access appointments

Enhanced Access provides additional appointments outside normal core hours, including evenings, Saturdays and Sunday mornings. Local Enhanced Access clinics take place at Pembroke House in Paignton.

- Appointments can include routine general practice services, depending on local availability and clinical need.
- Telephone or face-to-face appointments may be offered, depending on what is appropriate.
- Please ask our reception team whether a suitable Enhanced Access appointment is available when booking.

Pharmacy First

Pharmacy First allows participating community pharmacies to assess and treat seven common conditions without the patient needing a GP appointment first. The pharmacist will assess your symptoms and may offer advice or, where clinically appropriate, treatment.

You can contact a participating pharmacy directly, or the surgery may refer you. If Pharmacy First is not suitable, the pharmacist will direct you to the appropriate NHS service.

For available services, please visit:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

Please note: Availability and eligibility vary. Pharmacy First does not replace urgent or emergency care. If you are seriously unwell or have a life-threatening emergency, call 999.

Flu and COVID-19 vaccinations

Chilcote Surgery is providing flu and COVID-19 vaccinations in practice for eligible patients this autumn and winter. Eligible patients will be invited to book, and flu and COVID-19 vaccines may be offered together where this is clinically appropriate.

Flu vaccination

The NHS flu vaccine is offered to eligible groups, including older people, people with certain health conditions, pregnant women, eligible children, carers and other groups covered by the national programme. Vaccination helps reduce the risk of serious illness and hospital admission.

COVID-19 vaccination

The autumn COVID-19 vaccine is offered to people at highest risk of serious illness, including adults aged 75 and over, residents of older-adult care homes and people aged six months and over who are immunosuppressed.

Booking: Please use the booking information in your invitation. If you believe you are eligible but have not been contacted, please speak to the practice team. Keeping your contact details up to date helps us reach you promptly.

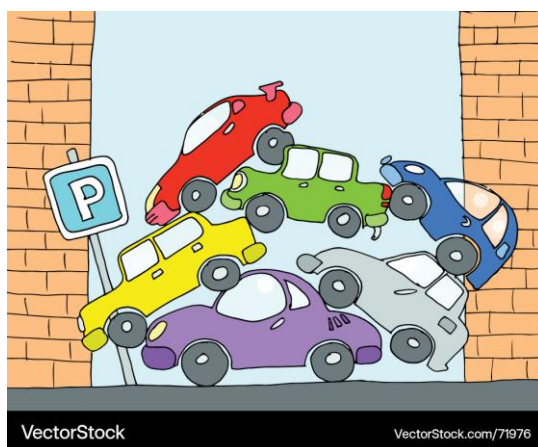
Chatto Car Park

Patient feedback and photographs highlighted concerns about parking at Chatto, including vehicles blocking other cars, parking on grass verges and the need to preserve access for ambulances and the duty doctor.

Changes are being considered to improve safety and the patient experience on arrival. Options include a barrier for one section of the car park, ground stakes or signs, and yellow grid markings. Any changes will also need to preserve access for ambulances and the duty doctor.

Please park considerately

When visiting Chatto, please avoid blocking other vehicles, grass verges or access routes. Emergency and clinical access must remain clear at all times.



Digital Services update

Work on Accurx Navigator remains in progress while the practice reviews a compliance document of more than 300 pages. The practice is also monitoring “smart triage questions”, which may ask patients further questions and gather more clinical information at the point of contact.

Antipsychotic prescribing update

Commissioners have established a new service for patients whose antipsychotic medicines require specialist oversight and monitoring, although the handover arrangements were not yet fully in place at the time of the September meeting.

To support continuity of care and clinical safety, Chilcote Surgery will continue supporting affected patients until their care can be transferred appropriately. The practice will continue to liaise with the Integrated Care Board about the new service, and patients will be kept informed directly about any changes affecting them.

Local history feature: Artists of St Marychurch

Torquay and its surrounding area have been home to many artists, drawn by the beautiful landscape and Torbay’s clement climate. Here we turn our attention to two talented artists whose lives overlapped and who lived in the heart of St Marychurch during the last century.

Erlund Hudson, born Eleanor Hudson (1912–2011)

Eleanor Hudson was born in Torquay and, during her early life until around 1934, lived at Weston House, a Victorian villa situated behind the church. The house, serviced by several staff, probably gave her an idyllic early childhood. However, at the age of 10, while playing with other children, Eleanor sustained a back injury.

In those days, this type of injury meant approximately a year of bed rest. During this time, she developed her artistic talents, which later secured her a place at Torquay School of Art and then at the prestigious Royal College of Art. As time progressed, Eleanor wished to be known as Erlund rather than Eleanor.

During the Second World War, Erlund’s work featured many scenes of women performing compassionate and arduous tasks. Erlund herself frequently helped alongside nurses and ancillary staff. Despite her childhood injury, she lived into her 100th year.

Henry Charles David Chorlton (1857–1943)

Henry Chorlton moved to St Marychurch to live at the impressive Hampton House, now Abbey School. The house retains features of its original grandeur, particularly its impressive portico and castellated

roof. Having been a partner in a successful northern printing firm, Chorlton retired here during the early part of the twentieth century to further pursue his artistic talents.

Chilcote Surgery is, of course, situated on Hampton Avenue, although the history behind that name is a story for another day. Chorlton's painting of the River Arno in Florence can be seen on display at Torre Abbey's museum and exhibition.

Perhaps the paths of the established older artist and the young budding artist unknowingly crossed in St Marychurch. We may never know.

Ref and thanks to:
Simon Fenwick: Erlund Hudson A Life
Torre Abbey
Babbacombe & St. Marychurch History Society

Continuing to improve

Patient feedback will continue to inform practical improvements, including the patient survey action plan, access to appointments, digital services and changes to the Chatto car park. The next PPG meeting is planned for 10 December 2026.

Get involved

We are always interested in hearing from patients who would like to contribute to the Patient Participation Group. You can join the Virtual PPG to receive updates and take part in surveys, or express an interest in attending meetings.

Email

d-icb.chilcoteppg@nhs.net

Online

www.chilcotesurgery.co.uk/patient-participation-group