

CHERITON BISHOP PATIENT GROUP
MINUTES
MEETING HELD ON THURSDAY 18th SEPTEMBER 2025 @ 6.00PM

Present: Phyll, Kate, David, Sarah, Sharon, Marie, Camilla

Apologies: Vinny, Di

Minutes of the last meeting were agreed and signed off.

MATTERS ARISING:

New Member Drive

New Member drive on Facebook had been successful and Marie had joined as a result. Camilla had been recruited by David and another patient had expressed interest but Phyll has been unable to contact him - Sharon to email. Membership now stands at 9

Officer Roles / Succession

David agreed to be Vice Chair – Thank you David.

Term of office discussed and agreed to be max 3 years. (*TOR checked subsequently and this was already in place*)

COMMUNITY VOICE GROUP REPORT:

Phyll updated the group, and for the benefit of the new members, explained what the CVG was. Phyll had asked the question on how minutes were disseminated which they had obviously not thought about. Agreed that as someone would need to make the decision on what was sensitive and confidential the minutes would not be published although Phyll will still feedback to this group.

Updated that Scrivens are now in the old Chime premises and hearing aid batteries are available to patients here as well as the postal option. A&E have produced posters to explain their triage process, a number of MPs have visited the RDUH sites, EPIC MyCare will include Torbay regions from next year and guidance leaflets are being produced for patients. Extraordinary People Awards are being held later in the year and nominations are being submitted, mostly staff.

Next Meeting November

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SURGERY NEWS:

GP Practice Survey

Sharon briefly ran through the GP Practice Survey results and the comparison against 2024. Although a slight dip in the scores, all agreed that the results were still very good.

North East Dartmoor Health and Wellbeing Alliance

Wellmoor have been invited to set up and facilitate a more local alliance that will address the needs of the local community. The Alliance will encompass the rural parishes of North East Dartmoor which come under Cheriton Bishop, Chagford and Moretonhampstead Health Centres will bring together representatives from local statutory agencies, private organisations and voluntary groups. The aim is for the members to work together to identify and address needs of local communities by working together to share skills, knowledge and expertise.

Numerous groups are being asked to attend which include Patient Groups. The inaugural meeting will be on 21st October at 12pm at Moretonhampstead Parish Hall. Phyll, Marie and Camilla expressed an interest and Sharon will find out how many people are required to attend.

First Contact Physio

A PCN FCP who is being provided under a Service Level Agreement with Pure Physio starts with the Practice on 22nd September. His name is Sam and he will be working on a Monday.

PLANS FOR MOVING FORWARDS AS A GROUP:

Website Audit

NHS England had audited the Surgery's website a while ago and had raised a few issues. Sharon felt that it would be more valuable to have a user (patient) perspective and it was agreed that the audit questions would be re-issued for the group to review.

Focus Groups

Discussion around the types of groups that could be held, including those for the management of Long Term Conditions. Agenda item for next meeting following Covid/Flu Clinics

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COVID/Flu Clinics

Suggested that the group attend the Saturday clinics to canvass patients on what they feel the surgery could provide that it is not currently doing. Agreed Kate and Phyll would attend the 4th October and David and Marie would do the 11th October. An ideas board would be put up with a flip chart so patients could provide suggestions for the question "What would you like from the Surgery that we're not currently providing". Camilla will use for a school event on the 5th October. Really good opportunity to review the responses and do a deeper dive into what is actually needed.

AOB:

Sarah advised that in order to beat the Christmas rush this year patients will be encouraged to order their medication ahead of time, for collection when due. This will help the Dispensary staff manage the workload. Intricacies around ordering on the NHS App will need to be worked around.

Next Meeting : 20th November @ 6pm (agreed communication in between times)

