

CHERITON BISHOP PATIENT GROUP
MINUTES
MEETING HELD ON THURSDAY 20th NOVEMBER 2025 @ 6.00PM

Present: Phyll, Sarah, Sharon, Marie, Di

Apologies: David, Marie, Camilla, Vinny

Minutes of the last meeting were agreed and signed off.

MATTERS ARISING:

Website Audit:

Following the comments provided by the group the website has been amended to reflect the suggestions made, ie, NHS standard colour scheme and NHS logo to provide assurance to patients that genuine.

ITEMS FOR DISCUSSION:

Surgery News:

Building – Sharon advised that the surgery is about to start work on a 3 phase building programme. The first stage is for one additional consulting room to be created from waiting room space. Phase 2 will be to increase the size of the dispensary and phase 3 will be to extend to the front of the building to enable another consulting room, office and new Reception/Waiting area. Works will commence on 26th February 2026, envisaged to take 6-8weeks to complete.

New Staff – Dr Palmer is leaving the practice at the end of February and a replacement has been recruited, Dr Button who comes with a lot of experience having been a Partner at Honiton previously along with various locum positions subsequently including maternity locum cover at Axminster.

PCN Service Update – The practice currently has 2 days of First Contact Physiotherapist time and this had been utilised to the maximum but demand has tailed off to the point that the difficult decision to give notice to the RD&E for their element has had to be made.

Focus Groups:

Following discussion it was agreed that the event would be held on 15th May 2027. Marie volunteered to co-ordinate a list of organisations that could be contacted to establish willingness to attend. All members to provide names of organisation that they are aware of within the community to marieatthehelm@icloud.com prior to the next meeting.

CVG Meeting Feedback:

MyCare – discussing being had to open up access to 12-16 year olds

Outpatients – Draft letter to patients on Outpatient waiting list was discussed and some suggestions made which RDUH have taken on board. Likewise changes were suggested for the Outpatient website and these will be made.

Strategy from Communications – Presentation on an engagement and marketing project to cover 2026-2029 with the aim of improving patient outcomes, inspiring trust and confidence in RDUH and strengthening their foundations by creating goals and action plans to reflect the 5 pillars of care. They are also keen to develop better ways of communicating with GPs.

EPIC MyCare Rollout – Torquay will be live in April followed by Plymouth in July.

Elective Care – Reduced 65 week waits by 56% from 455 to under 200 patients and 52 week waits have reduced by 22% from 2415 to 1867 patients.

Expansion of Nightingale Diagnostic Centre – Funding has been sourced to provide 3 MRI scanners and 3 CT Scanners. This funding will also provide new equipment for the Surgical Limb Dept in Heavitree and RDUH theatres.

Discharge – Staff hospital events will be held to smooth discharge for patients.

Survey Maternity Care – Results were positive and changes included partners being able to stay with Mum and Baby beyond visiting hours.

Further projects – Supporting Carers, Fragility Strategy, Improving Complaints Survey

Discussion held around dissemination of information. Group agreed that CVG appeared to be set up as a stakeholder group providing input into new initiatives and therefore dissemination would not necessarily be expected any further than these minutes.

Next meeting will be 18th June which Phyllis will attend but would like to hand over to someone else subsequent to that.

AOB:

Booking Appointments On-Line: It was mentioned that the link on the website was not working. Sharon acknowledged that there had been issues but was under the impression it had been fixed.

Next Meeting : 7th May @ 6pm

ACTION LOG			
Date	Action	BY WHO	Comments
NOT STARTED			

05.02.26	Book Village Hall for 15.5.27	SGJ	
05.02.26	Suggestions for organisations to attend Wellbeing event to marieatthehelm@icloud.com	All	
05.02.26	Volunteer to take over CVG	All	
STARTED NOT COMPLETE			
			In progress
CLOSED			
22.5.25	Amend terms of reference	Sharon	
18.9.25	New Member – Email for contact details	Sharon	No response
18.9.25	North East Dartmoor Health and Wellbeing Alliance – establish how many can attend	Sharon	Happy with 2+ members attending
18.9.25	Website Audit	All	Website updated to reflect PPG comments
18.9.25	Covid/Flu Clinic attendance	All	