**Minutes IPG meeting 9/7/25**

Approx 20 people attended Avenue House Surgery and met with Dr Anne Marie and Reece [a manager].

Unfortunately there was a difficulty with the Teams link so several people were very limited int the time they were present. This problem should be sorted for the next meeting.

**Matters arising from the previous meeting.**

1 the IPG / Practice web site - the IPG web pages are embedded within the Inspire Practice web site. A lot of useful information and interesting articles and updates are available to patients but some problems were identified;

 it was still thought that finding the IPG section was not easy

 a very comprehensive and useful article to help people maintain wellbeing and support their mental health had not been updated

It was reaffirmed that the IPG could itself change the content within the IPG section.

2. the mental health subgroup would explore if any of the newly contracted psychological therapies providers might agree to continue the free counselling service

**Inspire Practice requests.**

1. to revisit the previous ‘3 wishes survey’ to find what changes had been made and perhaps run another survey

2. Dr Anne Marie told us that the PCN [Primary Care Network] for our area [Chesterfield and Dronfield] was having a meeting with PPG’s and asked whether we could send representatives. It was agreed we would..

3. to inform us that the text messaging service the Practice uses was being closed. This is a decision imposed on Practices and is of concern to us because it was the occasional method we used to reach the majority of the Practice population. We have 1400 e mail members but with the text service we could reach 18000.

**Is the IPG working?**

It was agreed the main functions of the IPG were;

1. to receive comments and opinions from patients and meet with the Practice to discuss these
2. to send out to patients useful information concerning the services at the Practice
3. to support the Practice by doing work that benefited patients but could not be achieved by the Practice because of time and resource pressures.

It was agreed that in addition to the quarterly meetings with the Practice that the IPG should create a committee of perhaps 6 to 10 volunteers who would try and improve these areas.

The excellent work of the mental health sub group demonstrated how much can be achieved.

There were many areas suggested - keeping notice boards updated/ develop our web pages/ explore use of Facebook and Twitter/ a patient library/ informing patients of services [NHS app./pharmacy/ admin line]

It is evident there are many areas we could help improve.

If you could offer 2 or 3 hours a month to support this work then would you please reply to this e mail and we will explore just how much can be done.