

ORCHARD HOUSE SURGERY
Patient Reference Group Report

This report summarises the development of Orchard House Surgery's Patient Reference Group (PRG) in 2018/19.

Profile of our practice population and PPG as at March 2019:

GENDER MIX:

%	Male	Female
Practice	49	51
PRG	35	65

AGE MIX:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	18	8	15	14	14	13	10	8
PRG	0	13	19	16	25	20	25	16

ETHNIC BACKGROUND:

	White				Mixed/Multiple Ethnic Groups					
	British	Irish	Gypsy or Traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other Mixed		
Practice	6673	67	0	1290	37	36	63	71		
PRG	109	3	0	17	0	0	2	0		
	Asian/Asian British				Black/African/Caribbean/Black British				Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	108	87	16	29	141	74	22	42	0	126
PRG	1	0	0	0	0	1	0	0	0	1

How we communicated with our patients and carers

The practice has communicated with patients and carers this year via email. Email communications were sent out in September 2018 and via our survey in January 2019. Earlier in 2018 the practice was linked to Suffolk Primary Care and therefore a separate communication for the group was circulated at this time.

2018 saw a change in the law around data protection and the practice was therefore required to check with its Patient Reference Group whether they were happy to continue to receive communications by email. Despite sending 2 reminders, many patients did not respond to this task and our Patient Reference Group population dropped dramatically to just 134 patients.

We are therefore keen to recruit new patients and hope to hold a campaign during 2019.

In September 18 we updated you on the following:

- Our Care Quality Commission (CQC) Report;

- Staff changes;
- Improvements to the building;
- Letters of praise;
- Suffolk Primary Care;
- The Friends & Family Test;
- Travel Clinics;
- General Data Protection Regulation (GDPR)/Patient Reference Group.

In January 19 we updated you on the following:

- Staff changes;
- Student doctors;
- Improvements to the building;
- Contiguous working;
- The Friends & Family Test;
- The National Data Opt-Out;
- Patient Reference Group/Survey.

In January 19 we also circulated our Annual Survey. This year our questions were around:

- Online services;
- Smartphone technology.

Our survey results and action plan are now available to view in the practice and through our website orchardhousesurgery.co.uk

Megan Quinlan
Practice Manager

March 2019