

ORCHARD HOUSE SURGERY
Patient Reference Group Report

This report summarises the development of Orchard House Surgery's Patient Reference Group (PRG) in 2019/20.

Profile of our practice population and PPG as at March 2020:

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 June 2019 and via our survey in January 2020.

In June 2019 we updated you on the following:

- **Staff Changes**
- **Primary Care Network (PCN)**
- **e-Consult**
- **Improvements to the Building**
- **Car Parking**
- **Patient Reference Group**
- **Dispensary Survey**

In January 20 we circulated our Annual Survey. This year our questions were around:

- Promotion of services
- Online services

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

April 2020