

# **PRIORY GARDENS SURGERY**

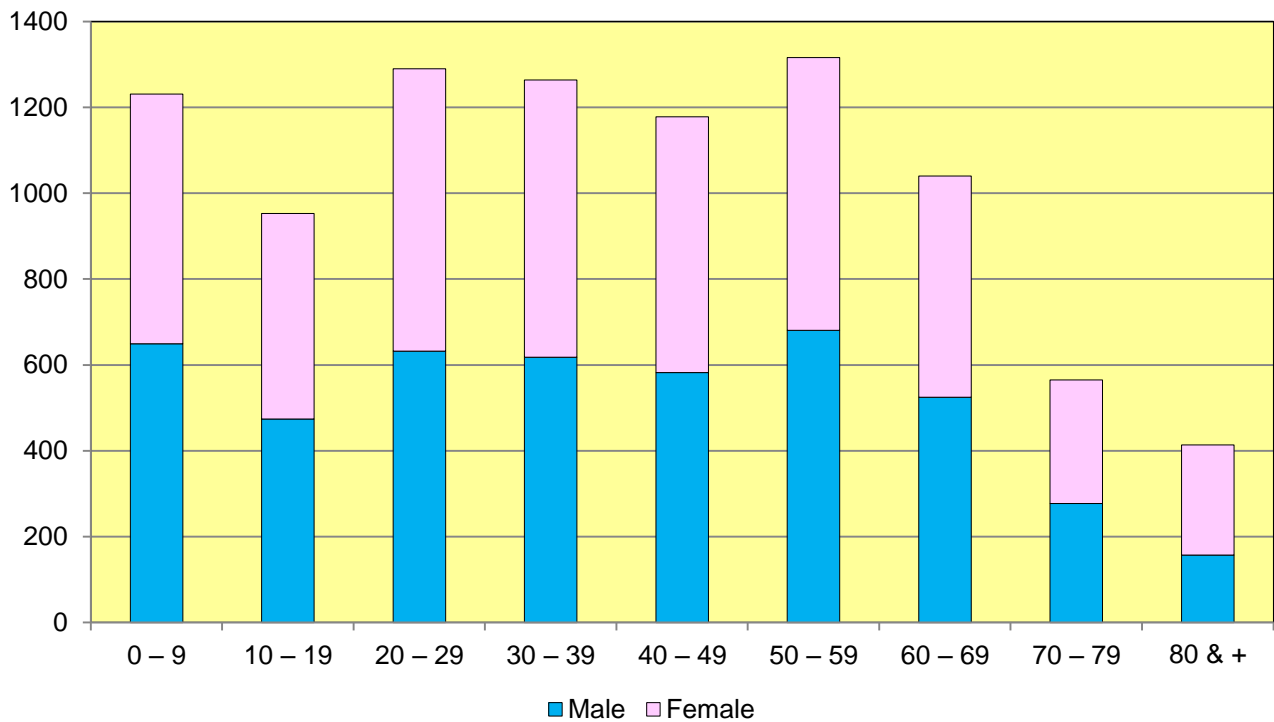


## **PATIENT PARTICIPATION GROUP ANNUAL REPORT 2014-15**

**PRACTICE DEMOGRAPHICS**

Age Range	Male	Male %	Female	Female %	Total	Total %
0 – 9	649	7.0	582	6.3	1231	13.3
10 – 19	474	5.1	479	5.2	953	10.3
20 – 29	632	6.8	658	7.1	1290	13.9
30 – 39	618	6.7	646	7.0	1264	13.7
40 – 49	582	6.3	596	6.4	1178	12.7
50 – 59	681	7.4	635	6.9	1316	14.2
60 – 69	525	5.7	515	5.6	1040	11.2
70 – 79	277	3.0	288	3.1	565	6.1
80 & +	157	1.7	257	2.8	414	4.5
	<b>4,595</b>	<b>49.7</b>	<b>4,656</b>	<b>50.3</b>	<b>9,251</b>	<b>100.0</b>

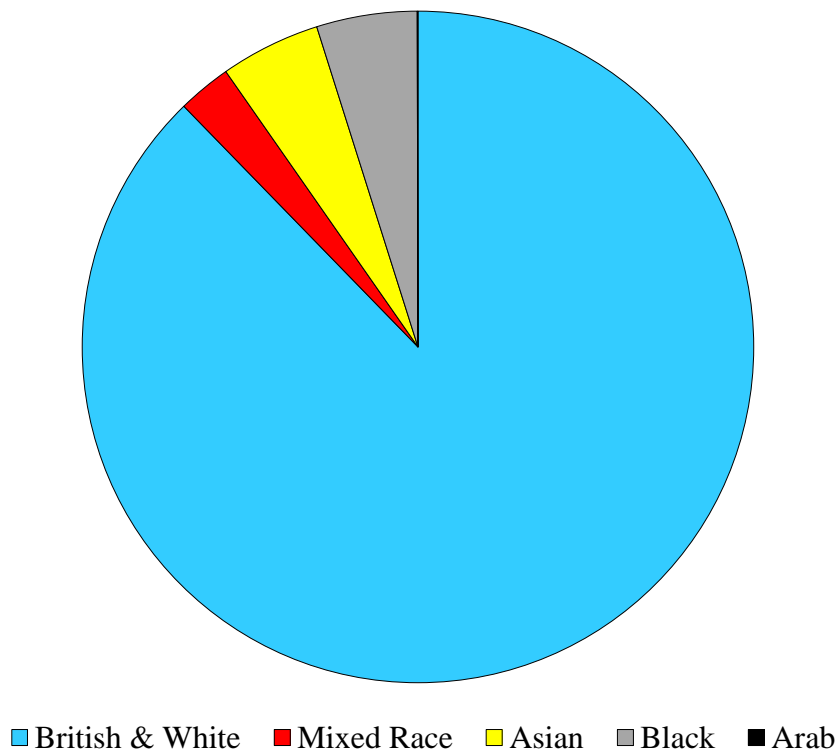
The above table can be shown in the graph below, identifying totals by age and sex.



## ETHNICITY

Currently the practice has 9,251 patients. Of these 5,724 have a recorded ethnicity as detailed below. (all percentages rounded to one decimal point)

White British	4554	80.0%		
White Other	467	8.2%	5021	88.2%
Mixed Race				
White/Caribbean	41	0.7%		
White/African	27	0.5%		
White/Asian	53	0.9%		
Other Mixed	27	0.5%	148	2.6%
Asian				
Indian	144	2.5%		
Pakistani/Bangadeshi	57	1.0%		
Chinese	24	0.4%		
Other	51	0.9%	276	4.8%
Black				
African	161	2.8%		
Caribbean	72	1.3%		
Other	44	0.8%	277	4.9%
Arab	2	---	2	---



## THE PATIENT PARTICIPATION GROUP

The Priory Gardens Surgery took up residence in the current building in August 1976. In 2007 a Patient Participation Group was established and is now in its eight year. The Terms of Reference were issued in July 2011.

The group elects its own chairman (Roger Sharp) and the secretary (Elizabeth Thomas) issues the agenda and produces the minutes.

These two also attend the Beds CCG Chiltern Vale Locality Patients Participation Network where they are able to consider a wider prospect than just the single surgery.

### **PPG Profile**

The PPG currently has 9 members.

Six are male, 3 are female.

The age profile is:

Age Band	55 – 64	65 – 74	>75
Number	2	4	3
%	22%	45%	33%

### **Publicity**

The Surgery and PPG are actively trying to recruit new members of the PPG, especially ethnic minorities, women and younger people so that the group reflects more accurately the practice profile.

In order to attract new PPG members we use the following methods of communication:

- Word of mouth
- Web Site – there is an area dedicated to the PPG
- Notices in the surgery
- Message on the Noticeboard TV, an automated large screen TV in the waiting room
- Newsletter – available in the surgery and on the web site
- Reception staff ask new patients to join at the time of registration
- Doctors ask patients who provide a comment during consultations

### **PPG Meetings**

The PPG meets every two months, at 6-30 on a Monday evening. Meetings typically last about an hour. The next meeting is scheduled for 11<sup>th</sup> May.

The meetings are also attended by the Practice Manager or the Senior Partner.

The minutes of these meetings are published on the practice web site. The links can be found on the PPG page.

## **Communications**

The PM regularly e-mails the chairman with news of developments at the practice. In this manner the news can be disseminated to the rest of the PPG members. The two also telephone as required or hold informal ad hoc meetings where briefings about events can be given. The PPG are thus kept up to date on all developments in the practice.

## **ACTION PLAN PRIORITY AREA 1**

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### **Redecoration of the Surgery**

The PPG advised that the waiting room, public toilet and treatment rooms were looking very shabby as they had not been decorated for a considerable time. These areas appeared dirty and uncared for. The state of the rooms did not reflect the impression a doctor's surgery should give, especially the impression of cleanliness. The redecoration will address this.

#### **Actions:**

Quotes were obtained for the work and a contractor appointed. The contractor is only able to work at weekends in order to minimise disruption to the service provided to patients. The treatment rooms are completed and work on the main waiting rooms has been delayed by the bank holiday. All works will be completed in early April.

#### **Outcome:**

The Practice Manager has reported on the progress of the work to the PPG. The work will be included in the PPG newsletter. Details of the PPG led initiatives are also contained on the web site.

Patient and staff comment about the completed rooms is entirely favourable. The decorations have resulted in a vast improvement in the environment and project a cleaner and fresher look more in keeping with a doctor's surgery.

## **ACTION PLAN PRIORITY AREA 2**

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### **Patient Education**

Following consultation with PPG it was decided that the matter of Patient Education should be addressed. In consultation with the PM it was agreed that the web site would be used for a series of articles addressing the services provided or concerning specific medical conditions.

**Actions:**

The Practice Manager discussed the idea with the Partners. And it was agreed that the doctors and senior nurses with responsibility for certain long term conditions would produce papers to be loaded onto the web site. In addition copies will be available in the surgery waiting room.

**Outcome:**

The first article on New Technology: Improving Patient Access and Services has been published.

Work on the second article will cover COPD – Chronic Obstructive Pulmonary Disease is planned to coincide with a public event on the subject at the locality offices at Matthew House.

The articles will be published on the practice web site where it is envisaged they will grow to form a library of information for patients to consult.

There is also publicity in the surgery.

It is early days yet and we await feedback concerning the project. Once we have received patient comment we will modify the offering in line with opinion.

**ACTION PLAN PRIORITY AREA 3**

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**Web Site and Intranet**

The PPG reported that the Web Site (and by implication the Intranet) is dated and navigation is difficult. The PPG have requested that the web site is relaunched with new look that is more modern and reflects current taste.

**Actions:**

The PM met with a representative from First Practice Management to discuss their MSW (My Surgery Website) and intranet services. These services offer the practice a modern look within a palette of exiting designs and colour schemes. Large link buttons are available to give a more intuitive feel to the site.

Similarly the intranet is designed with a structure that aligns with the document requirements of CQC compliance and will prove to be an positive asset to the practice staff.

During the same period the practice has interviewed a prospective employee who has a degree in Web design from local university. If successful he would be tasked with the new web project.

Discussions will be held with the current provider regarding the new requirements.

The current provider of the Intranet has been put on notice; once the current license expires it will not be renewed. All practice policies are being reviewed and reissued in anticipation of new format.

There are ongoing discussions with IT officer and PPG on the new look web.

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**If you would like to become a member of the Patient Participation Group at Priory Gardens please contact Nigel Meadows, Practice Manager on 01582 67 03 82 or e-mail [adminpriorydunstable@nhs.net](mailto:adminpriorydunstable@nhs.net), or leave your details at the reception desk. I will get straight back to you.**



Nigel Meadows, Practice Manager  
31-March 2015