



Primary care What do patients want?

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Agenda

1 The Healthcare Commission

2 Engaging patients and the public

3 Survey of primary care

4 What surveys cannot do

5 Responding to the challenge

The Healthcare Commission

The people's watchdog for health

We check

Primary Care Trusts



Hospital trusts and
Foundation Trusts



Ambulance, mental
health and community
trusts



2000+ independent
hospitals, nursing
homes and clinics



Engaging patients and the public

What do we do?

- Seek advice on how to measure what matters
- Find out about people's experiences of healthcare
- Regulate involvement by healthcare organisations
- Provide information to help people make decisions about health and healthcare.

We engage patients and the public in

The 'annual health check'

Service reviews and national studies

Investigations

Providing accessible information

Consultations on how we regulate

National survey of primary care service users 2003-5

Key findings

Going to the doctor

44% sometimes had problems contacting GP or local health centre by phone

13% always had problems, up from 8% in 2003

43% said no problem, compared with 51% in 2003

21% sometimes or often put off going to GP because opening times inconvenient, compared with 20% in 2003

74% seen within 2 working days

38% seen same day, compared with 27% in 2003

Key findings

Waiting in the surgery

24% seen on time

47% waiting up to 15 minutes

21% waited 16 to 30 minutes

8% waited 31 minutes or more

Only 8% were told how long they would have to wait

86% rated receptionist excellent, very good or good

No change since 2003

Key findings

Cleanliness and confidence

72% said practice was very clean, down from 74% in 2003

27% said it was fairly clean, up from 25% in 2003

92% who saw doctor were treated with dignity and respect

76% definitely had confidence in doctor

69% felt they were sufficiently involved in decisions about treatment and care – down from 73% in 2003

More people positive about practice nurses than in 2004

Key findings

Communication

82% said doctor listened carefully

74% had enough time with doctor, down from 76% in 2003

76% said they understood when doctor explained treatment, up from 75% in 2003

75% said they understood doctor's answers to their questions, down from 78% in 2003

18% said they had no information about potential side-effects of medication and 21% said they wanted more information

Key findings

Satisfaction

Almost three-quarters said their reason for going had been dealt with to their satisfaction

Nearly one in four said the visit had not fully resolved their main problem

4% said their problem had not been dealt with at all.

What surveys cannot do

Surveys can't help if you want to

involve people in informed discussions

have a 2-way conversation and explore views in depth

reach out to marginalised groups

find things out quickly

go back to the same people

engage with patients' advocates.

Responding to the challenge

Using different methods

Public meetings

Inviting commentaries from PPI Forums/LINks, OSCs and FT governors

Workshops with groups of patients and citizens

National network of voluntary organisations

‘Speak Out’ network of seldom-heard groups

Consultative panel with on-line discussion

Test sites

For the future

Learning how to work with the new Local Involvement Networks (LINks)

Developing the 'seldom-heard' network

Making better use of qualitative information

On-line discussions

Changing the culture of the health system

Planning a national study

www.healthcarecommission.org.uk