

Primary Care

What do Patients want and expect?

A high standard of clinical
care!

A holistic approach

Continuity of care

- A respected voice in the care planning
- An opportunity to contribute and really exercise choice
- A friendly, relaxed atmosphere and environment
- Continuous information, education and support to enable self-management
- Reasonable consultation time

To be confident that:

- Access is simple and easy
- Support services are available
- Information on how to access services will be given to us
- The HCP knows us well enough to understand our needs and has full access to our records
- Access to our own records and test results

How is this achievable?

- Electronic records
- Information and Education
- Positive attitudes
- User involvement in decision making
- Changes to out of hours services
- Revised appointment systems

Have things changed for the patient?

- Yes!
- In the last three or four years.
- Attitudes are more positive
- HCPs are much more inclusive and encompassing

Results?

- Increased levels of professional and patient satisfaction
- Improved compliance and outcomes
- A much more relaxed and informal atmosphere
- Increased numbers of smiling NHS professionals and patients!





Gratitude