

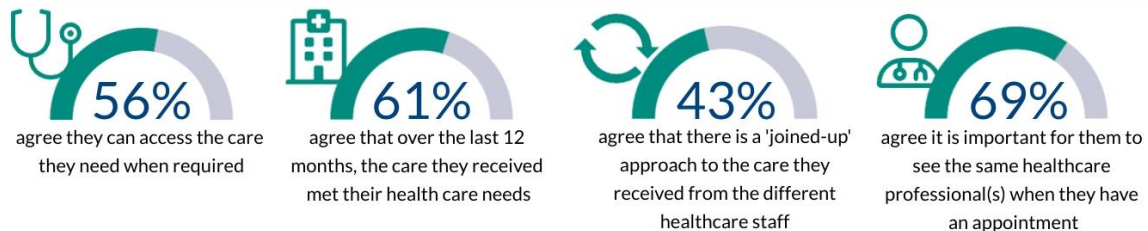
Citizens' Panel for health and social care

This infographic summarises the key findings from the sixteenth survey. We asked questions about:

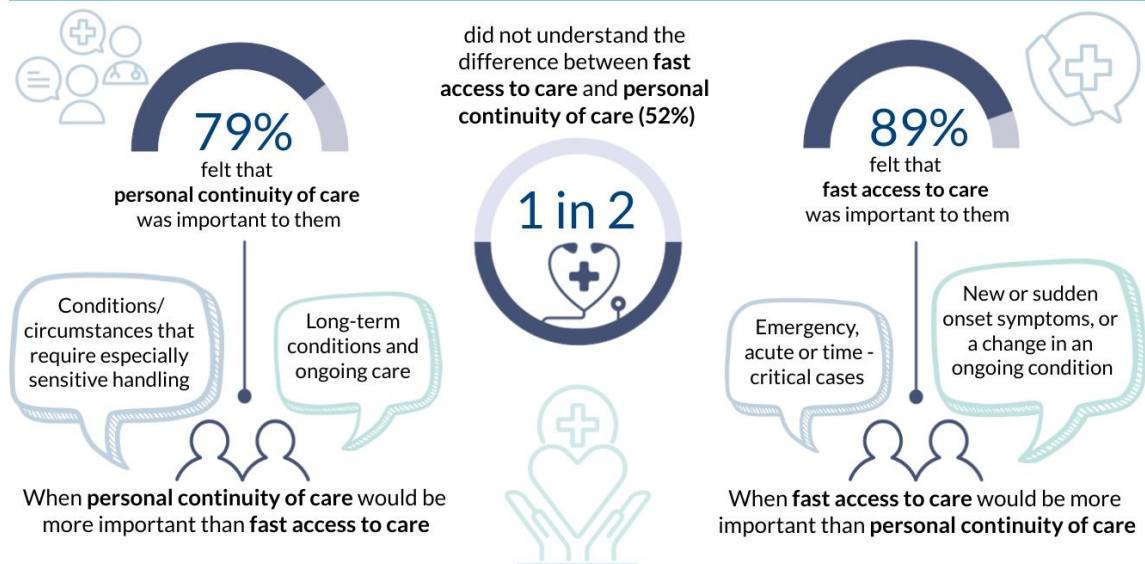
1 - Views on your GP or Local Medical Practice, 2 - Personal Continuity of Care, 3 - Duty of Candour and 4 - Charter of Patient Rights and Responsibilities

In total 659 panel members responded to the survey by post and email, which represents a 60% response rate.

Views on your GP or Local Medical Practice - statements about care received in the past 12 months



Personal Continuity of Care - patients seeing the same professional or group of professionals over time



The most important potential benefits of **personal continuity of care** (where 1 is most important)

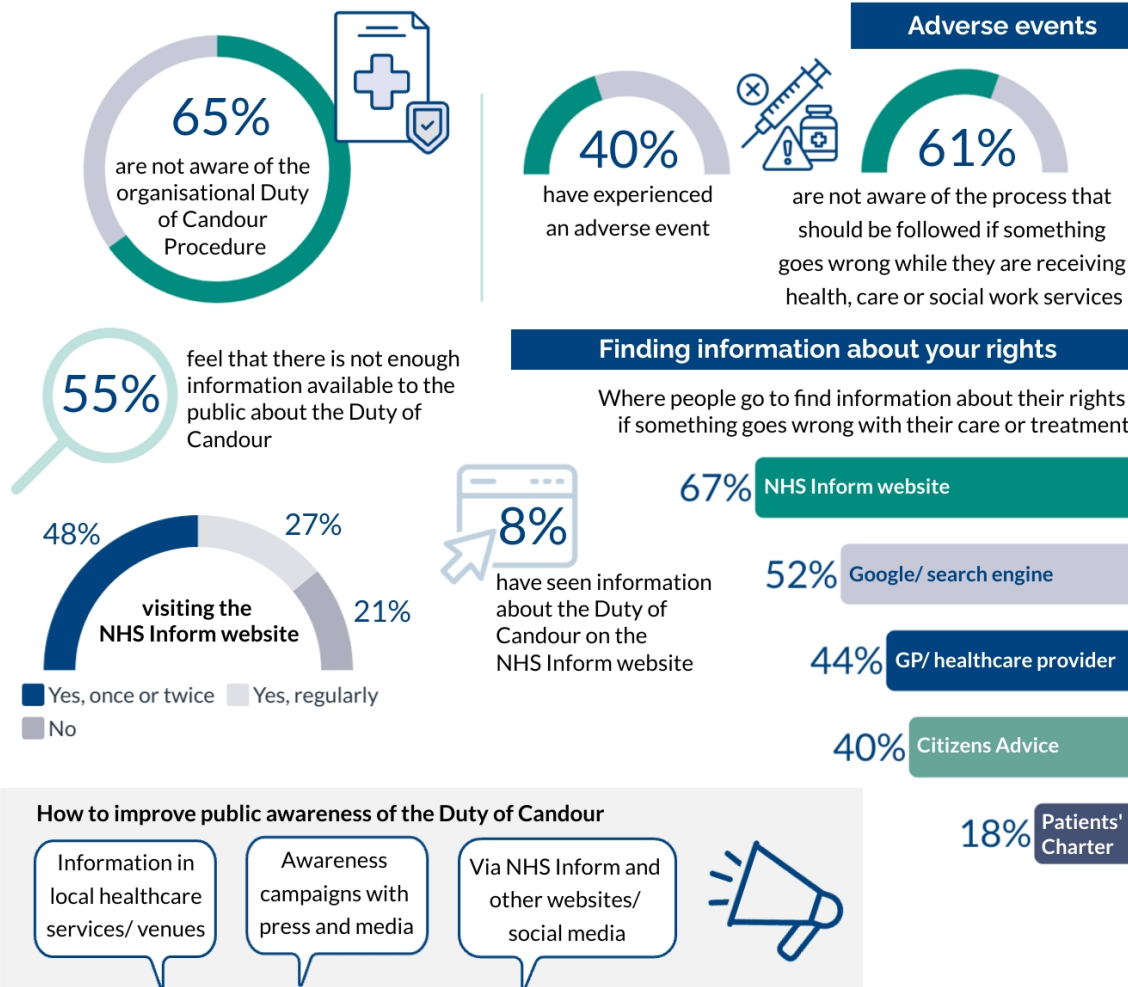
- 1 Knowing my medical history without me needing to repeat it
- 2 An ongoing and trusting relationship with the same person
- 3 Receiving good support on how to manage my own condition
- 4 Better health outcomes
- 5 A joined up care/ treatment plan that follows me through my healthcare journey

Are you able to request **personal continuity of care**?



1 in 2 are unsure how to request **personal continuity of care** (53%)

Duty of Candour - what services must do when something goes wrong



Charter of Patient Rights and Responsibilities (known as the Patients' Charter)

