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



agree they can access the care they need when required



agree that over the last 12 months, the care they received met their health care needs



agree that there is a 'joined-up' approach to the care they received from the different healthcare staff



agree it is important for them to see the same healthcare professional(s) when they have an appointment

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



sensitive handling

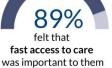
When personal continuity of care would be more important than fast access to care

ongoing care

did not understand the difference between fast access to care and personal continuity of care (52%)



felt that



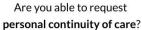
Emergency, acute or time critical cases

New or sudden onset symptoms, or a change in an ongoing condition

When fast access to care would be more important than personal continuity of care

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

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





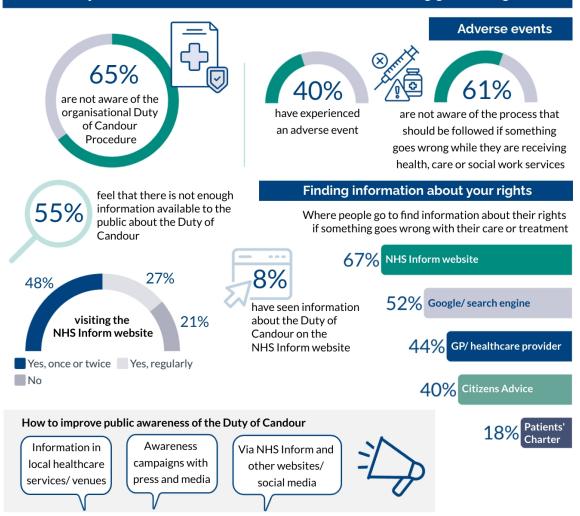
said yes 31% said no 16%

said unsure 53%



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)

